

Cisco Smart Care Service End User Consent and Obligations

In connection with participation in the services being performed by the Cisco authorized reseller ("Reseller") and Cisco under the Cisco Smart Care Service program, you ("you" or "End User") agreed with the Reseller on the following:

- (1) End User understands that Reseller has been licensed by Cisco to use a software client or hardware appliance ("Network Appliance") which enables Cisco to run, on one or more computers connected to an End User's network, in order to collect, analyze and provide reports regarding End User network information during the performance of Cisco Smart Care Services.
- (2) End User authorizes its Reseller to install and use the Network Appliance on End User's network for the performance of Cisco Smart Care Service.
- (3) End User is aware that Network Appliance may be disabled at any time by End User and understands that performance of Cisco Smart Care Service will be suspended until such time as the Network Appliance is reconnected.
- (4) End User acknowledges and agrees that the Network Appliance will collect and transmit, via industry standard encryption (using "http" protocol) End User network information to Cisco.
- (5) Cisco shall treat the End User Network Information received by Cisco via the Network Appliance confidentially per the terms of the confidential information provisions between Cisco and Reseller. Such End User network information that is collected, stored and analyzed in connection with the Service would be related to End User network configuration (including IP addresses) for a particular environment but does not include passwords, end user names or any other confidential, proprietary, personal or sensitive information of a End User.
- (6) Reseller may, at its election, proactively purge End User's network nformation as agreed between Reseller and End User.