



SERVICE DESCRIPTION

FORTIEDGE CLOUD

1. Introduction

FortiEdge Cloud is a cloud-based management platform offering zero touch deployment, configuration management, reporting and analytics for standalone FortiAP™, FortiSwitch™, and FortiExtender™ deployments (the “Service”). The Service offers management capabilities for any combination of FortiAP, FortiSwitch, or FortiExtender units (the “Deployed Devices”) regardless of volume. The Service centralizes the lifecycle management of standalone FortiAP, FortiSwitch, and FortiExtender units with a simple and intuitive cloud interface allowing Customers to deploy, configure, monitor, troubleshoot, and optimize their deployment.

The Service is hosted on the FortiCloud™ service portal whose features, deliverables and terms of use are described in the then-current FortiCloud service description made available at <https://support.fortinet.com/Information/DocumentList.aspx> (the “FortiCloud Service Description”). The terms of the FortiCloud Service Description are incorporated herein by reference and in the event of a conflict, this service description shall prevail over the FortiCloud Service Description.

2. Service Features and Deliverables

The Service targets an uptime of 99.9% each calendar month. Through the registration and activation of applicable service contracts, during the entitlement period, the Service shall provide the Customer with:

- Zero Touch Deployment – The Customer is able to deploy their Deployed Devices through the FortiEdge portal (<https://fortiedge.forticloud.com>).
- Device Provisioning – Customers can directly provision their Deployed Devices from the FortiEdge portal (<https://fortiedge.forticloud.com>), with centralized management of security and wireless units, and associated units.
- Robust Monitoring – Network health, including Customer wifi status, is displayed through comprehensive dashboards.
- Scalability – FortiEdge’s cloud infrastructure is capable of bringing online a handful of Deployed Devices or thousands.
- Multi-Tenancy – The Service supports the creation and organization of multiple, independent sub-account created by the Customer and Managed Security Service Providers (MSSPs) through FortiCloud.
- Public Rest API – Configure, manage, and monitor Deployed Devices using API commands.
- Flexible Licensing – The Service is available through a free subscription (the “Freemium License”) or paid Service License:

Devices/Service	Freemium License	Service License
Number of FortiAPs	15	Unlimited
Number of FortiSwitches	1	Unlimited
Number of FortiExtenders	0	Unlimited
Number of Networks	3	+1 per FortiAP/FortiSwitch/FortiExtender
Number of Sites	3	+1 per FortiAP/FortiSwitch
Device Management	Basic	Advanced
Log retention duration	7 days	1 year
FortiCare Premium	No	Yes

3. Customer Required Contributions and Responsibilities

In addition to the Customer required contributions and responsibilities included in the FortiCloud Service Description, the Customer agrees, for the duration of the Service, to:

- Register all devices intended to be used with the Service through the FortiCare portal (<https://support.fortinet.com>).



4. Scope and Conditions

In addition to the scope and conditions included in the FortiCloud Service Description, the following terms apply:

- FortiEdge Cloud service is available in English, Japanese, Spanish, and Portuguese.
- Use of FortiExtender units requires a purchased license for the Service, and FortiExtender support is not available for Freemium accounts.
- Access to the Service and associated data is retained for sixty (60) days upon contract expiration date (the “Grace Period”). This Grace Period applies to any product with a valid license that is expiring. After the Grace Period, the system will randomly apply the Freemium License up to a maximum of fifteen (15) FortiAP’s and one (1) FortiSwitch with a valid license that is expiring. Any other product will not be able to connect to the Service but can retain their configuration.
- The Service is governed by the then-current Fortinet Service Terms and Conditions located at <https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Service-Offering-Terms.pdf> and Fortinet’s then-current privacy policy available at <https://www.fortinet.com/corporate/about-us/privacy.html> (or such other site as designated by Fortinet).

5. Eligibility & Purchasing

The Service is available for purchase by an end-customer including, as the case may be, a Fortinet authorized MSSP (the “Customer”) through authorized Fortinet resellers and distributors (the “Channel Partners”). Channel Partners are independent third parties that conduct business in their own name and account and, consequently, cannot bind Fortinet in any way. The Service is delivered to the Customer as referenced in the purchase order placed with Fortinet by a Customer or a Channel Partner. This Service is separate from any purchase of other Fortinet’s products or other services.

The date of the Service registration determines the start date of the Service which will run for the period determined by the Service SKU purchased by Customer notwithstanding if the Service entitlements are not fully consumed. The registration and delivery of the Service covered by this service description must commence in accordance with service activation policies made available at <https://www.fortinet.com/corporate/about-us/legal>, failure of which, will result in, as the case may be, the Service being partially or completely forfeited without any right to obtain a refund. In no circumstances will the duration of the Service be extended. All sales are final.

Product	Subscription SKU*	Description
FortiAP Advanced Management License	FC-10-90AP1-639-02-DD	FortiEdge Cloud FAP (FAP/FAP-U/FAP-C) advanced management license includes: <ul style="list-style-type: none"> • Advanced AP management features (where applicable for model) • One year log retention • 24x7 FortiCare
	FC-10-90APS-639-02-DD	FortiEdge Cloud FAP-S advanced management license includes: <ul style="list-style-type: none"> • FortiGuard subscription services • Advanced AP management features • One year log retention • 24x7 FortiCare
FortiGuard Services	FC-10-90APU-443-02-DD	FortiAP-U Series FortiGuard UTP subscription service license. Applicable to FortiGate or FortiEdge Cloud managed F-series or later FortiAP-U family access points.
	FC-10-APGIS-768-02-DD	FortiAP G Series FortiGuard Universal Threat Protection (UTP) subscription service license for application control and web filtering modules. Applicable to FortiGate or FortiCloud managed G-Series or later FortiAP family of access points.



MultiTenancy Account	FCLE-10-FCLD0-161-02-DD	One year FortiGate Cloud or FortiEdge Cloud Multi-Tenancy based service for a Managed Service Provider (MSP) to create and manage multiple sub-accounts.
FortiSwitch	FC-10-FSW00-628-02-DD	FortiSwitch 100 series (no rugged models) one year management license including 24x7 FortiCare.
	FC-10-FSW10-628-02-DD	FortiSwitch 200-400 series (with rugged models) one year management license including 24x7 FortiCare.
	FC-10-FSW20-628-02-DD	FortiSwitch 500-900 series one year management license including 24x7 FortiCare.
	FC-10-FSW30-628-02-DD	FortiSwitch 1000 series and above one year management license including 24x7 FortiCare.
FortiSwitch Advanced Features	<ul style="list-style-type: none"> • FS-SW-LIC-200 • FS-SW-LIC-400 • FS-SW-LIC-500 • FS-SW-LIC-600 • FS-SW-LIC-1000 • FS-SW-LIC-2000 • FS-SW-LIC-3000 	Advanced features licenses for the FortiSwitch device series.
FortiExtender	FC-10-FEXC0-583-02-DD	FortiExtender 100-200 Series (single modem) FortiExtender Cloud Management SKU Including 24x7 FortiCare.
	FC-10-FEXC2-583-02-DD	FortiExtender 300-500 Series and all Dual Modem Models FortiExtender Cloud SKU Including 24x7 FortiCare.

* The **DD** in the subscription SKUs indicates the length of service in number of months.