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Service Description

VMware Horizon[®] Service

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1. INTRODUCTION

VMware Horizon® Service (“Horizon Service” or the “Service Offering”) includes two individual services: VMware Horizon® subscription, and VMware Horizon® Cloud Service™ on Microsoft Azure.

- Horizon subscription delivers virtual desktops and applications on VMware SDDC-based infrastructure (whether in your on-premises environment or in a hosted environment) and connects to the Horizon Cloud control plane through the VMware Horizon® Cloud Connector™.
- Horizon Cloud Service on Microsoft Azure delivers cloud-hosted virtualized desktops and applications from a customer’s own Microsoft Azure infrastructure capacity. Customers pair their Microsoft Azure infrastructure capacity with the Horizon Cloud Service.

For an overview of the Horizon Service features, see:

<https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/products/horizon/vmw-horizon-subscription-feature-comparison.pdf>.

The Horizon Service provides access to the Horizon Cloud control plane, that is hosted by VMware in third-party data centers. See www.vmware.com/global-infrastructure for a list of the current data center locations. The Horizon Cloud control plane provides access to the VMware Horizon® Cloud Manager™ console to orchestrate and manage the customer’s Horizon Service workloads. The status of the Horizon Cloud control plane can be viewed at: <https://status.workspaceone.com/> and is named “Horizon Cloud Service”

If your Service Offering entitlement includes VMware vSphere® Desktop, VMware vCenter®, and VMware vSAN™ Advanced for Desktop, your use of those products is limited to managing Horizon workloads -- specifically, Desktop Virtual Machines, Terminal Services Sessions, remote desktop services that host and run VMware products which are included in your VMware Horizon bundle, or third party connection brokers and desktop management and monitoring tools.

As stated in the VMware Product Guide, if you receive your entitlement to the Service Offering under the VMware Subscription Upgrade Program for Horizon, you agree to relinquish your entitlements to any corresponding Horizon perpetual licenses, and complete your migration to the Service Offering, within 90 days after the effective date of the relevant agreement (e.g., an Enterprise License Agreement (“ELA”), or an amendment to an ELA, etc.). Failure to complete your migration within 90 days will result in VMware ceasing support of your on-premises environment, and you will have no further access to upgrade and installer files. After you have completed your migration to the Service Offering, you must not use any license keys related to those perpetual licenses, and VMware will invalidate those keys. You are not required to uninstall any Software if you convert your existing Horizon perpetual licenses deployment to Horizon Service entitlements by installing the Horizon Cloud Connector and managing licenses through the Horizon Cloud control plane, which must be done within 90 days after purchase of your entitlement, as provided above in this section.

Use of the Service Offering is subject to the VMware Cloud Service Offerings Terms of Service (“Terms of Service”), available through a link on the main VMware end user terms landing page at:

<https://www.vmware.com/download/eula.html>

1.1 VMWARE HORIZON® SUBSCRIPTION

VMware Horizon subscription includes (i) software installed in your own VMware SDDC-based infrastructure (whether in your on-premises environment or in a hosted environment) that allows deployment and use of virtual desktops and of applications, and (ii) access to the hosted Horizon Cloud control plane via the Horizon Cloud Manager management console, to orchestrate and manage your virtual desktop and application workloads.

To use the Horizon subscription offering, you must manage your own VMware SDDC-based infrastructure capacity, whether that capacity is in your own on-premises environment or in a hosted environment. To connect a Horizon environment (whether in your VMware SDDC-based on-premises environment or in a hosted environment) to the Horizon Cloud control plane, you must deploy the Horizon Cloud Connector, which is a virtual appliance that pairs with the Horizon Cloud control plane and creates an appropriately configured cloud-connected “Horizon Pod” (or “Pod”).

Once the pairing is complete, you can use the Horizon Cloud Manager console to manage the Horizon subscription environment along with the on-premises Horizon Console (i.e., the main console used to manage the on-premises Horizon subscription environment).

Regardless of whether you choose to install the Horizon subsection offering in your VMware SDDC-based on-premises environment or in a hosted environment, you are responsible for managing your Horizon subscription environment.

1.2 VMWARE HORIZON® CLOUD SERVICE™ ON MICROSOFT AZURE

VMware Horizon Cloud Service on Microsoft Azure includes (i) software that allows the deployment and use of desktops and applications hosted on your Microsoft Azure infrastructure capacity, and (ii) access to the Horizon Cloud control plane via the Horizon Cloud Manager management console, to orchestrate and manage your virtual desktop and application workloads.

To use the Horizon Cloud Service on Microsoft Azure offering, you must have your own Microsoft Azure subscription which provides the required infrastructure. You will need to size your Microsoft Azure subscription appropriately, based on your anticipated desktop and application workload. To ensure the adequate delivery of the Horizon Cloud Service on Microsoft Azure, your Microsoft Azure environment that is used with the Horizon offering must be used solely for the Horizon offering. Any other workloads must not be deployed or used within that Microsoft Azure environment. The number of supported virtual desktops and/or Farms per Microsoft Azure Subscription can be viewed at: <http://www.vmware.com/go/HCoA-Scale>

During onboarding to the Horizon service, the software required to use the Horizon Cloud Service on Microsoft Azure offering is automatically deployed into your Microsoft Azure environment. The deployed software creates a “Horizon Pod” (or “Pod”), which pairs with the Horizon Cloud control plane. After the Horizon Pod is deployed, you can use the Horizon Cloud Manager management console to create virtual desktops and Farms “multi-sessions” for session-based desktops and applications to your end users.

Horizon Cloud Service on Microsoft Azure supports the majority of Microsoft Azure virtual machine sizes for either virtual desktops or Farms across Microsoft Azure's global regions. Availability of Microsoft Azure virtual machine sizes is dependent upon your Microsoft Azure subscription and availability of the particular virtual machine size in the specific Microsoft Azure region. VMware will at times remove virtual machine sizes from your Horizon Cloud Service on Microsoft Azure instance that are not recommended for virtual desktops and/or Farms.

2. SERVICE OPERATIONS

2.1 End User Access to Desktops and Applications

Desktops and applications can be accessed via VMware Horizon® Client™ or via VMware Horizon® HTML Access™. Use of these offerings is governed by the standard VMware end user license agreement (“EULA”) which incorporates the VMware Product Guide, copies of which are available through the links at the main VMware terms landing page, found at <http://www.vmware.com/download/eula>. If there is a conflict between the EULA and the Agreement (as defined in the Terms of Service), the terms of the Agreement will govern.

2.2 Service Operations Data

In connection with providing the Service Offering, VMware collects and processes information from VMware's software or systems hosting the Service Offering, and from the customer's systems, applications, and devices that are used with the Service Offering, such as configuration, performance, and log data. This information is processed to facilitate delivery of the Service Offering, including but not limited to (i) tracking entitlements, (ii) providing support, (iii) monitoring and ensuring the performance, integrity, and stability of the Service Offering's infrastructure, and (iv) preventing or addressing service or technical issues. To the extent any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with VMware's Privacy Notice, including the VMware Products and Services Notice available at: <https://www.vmware.com/help/privacy.html>

2.3 Usage Data

The Service Offering collects data (such as configuration, performance, and usage data) directly from the machines and/or devices involved in the use of the Service Offering, for the purposes of improving VMware products and services, and your and your users' experiences, as more specifically described in VMware's Trust and Assurance Center, found at <https://www.vmware.com/solutions/trustvmware/usage-data-programs.html>.

To the extent that any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with VMware's Privacy Notice, including the VMware Products and Services Notice available at <https://www.vmware.com/help/privacy.html>.

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3. VMWARE ADVANCED MONITORING POWERED BY CONTROLUP (OPTIONAL ADD-ON)

VMware Advanced Monitoring powered by ControlUp ("VMware Advanced Monitoring") is a third-party solution that delivers a real-time monitoring and visualization engine for VMware Horizon that allows customers to have a unified console for monitoring, triggers and alerts, troubleshooting, and automation for their Horizon deployment. VMware Advanced Monitoring allows customers to monitor their entire VMware Horizon environment, detect anomalies, and proactively solve issues across their deployment. VMware Advanced Monitoring has an analytics engine that provides insights and reporting on the data that is collected from the customer's environment. VMware Advanced Monitoring is hosted by ControlUp, Inc., from its data centers.

VMware Advanced Monitoring entitlements can be purchased for terms of one month, or for one, two, or three years, for a separate fee. The fee is based on the number of Seats purchased, and is payable monthly, annually or prepaid. You must purchase an equivalent number of Seats for VMware Advanced Monitoring as you have purchased for the Horizon Service.

VMware will provide support for the Advanced Monitoring offering. The Terms of Service will govern a customer's use of the VMware Advanced Monitoring and will supersede any terms presented to the customer during the deployment and sign-in process for VMware Advanced Monitoring. If a customer uses the offering in an on-premises environment, then the VMware standard EULA will govern that use. Notwithstanding anything in the Terms of Service, and other than as expressly set forth in this Section 3, VMware provides the VMware Advanced Monitoring offering without any indemnification or warranty whatsoever.

4. SUSPENSION AND RE-ENABLEMENT

During the time a SID is suspended by VMware (as described in the Terms of Service), VMware will restrict access to Horizon Cloud Manager management console for subsequent orchestration. VMware will retain SIDs with configurations and data intact until the issue is resolved or your Subscription Term expires or is terminated. SID re-enablement will be initiated promptly upon resolution of the account issues that led to suspension; access to the Service Offering and traffic across IP addresses will be restored.

5. TERMINATION

Termination of a SID due to expiration, termination, cancellation, or any other cause will result in loss of access to the Horizon admin console, Horizon Pods becoming non-operational, discontinuation of software updates, account services, support, and deletion of such environments, configurations, and data. Any deleted data is non-recoverable.