VMware Tanzu™ Application Catalog™

Service Description

Updated as of April 09, 2020
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1. Introduction

1.1 Service Description

VMware Tanzu™ Application Catalog™ (the “Service Offering”) enables IT organizations to build an enterprise-focused catalog of applications tailored to their company’s specific requirements across multiple platforms, and to keep those applications up to date.

The Service Offering allows customers to define catalogs that are delivered to a private repository (the “artifacts repository”). A “catalog” consists of a set of applications, built on top of a golden image (customer-provided or VMware-provided) for a specific deployment format (e.g., Helm Chart). Once a catalog is defined and delivered, it will be updated whenever new versions of the applications are available. Additional details and reports for each delivered version of an artifact are accessible through the Service Offering user interface (“UI”), at https://tac.bitnami.com. For purposes of this Service Description, all applications provided through the Service Offering are considered “Third-Party Content” as described in the Terms of Service.

1.2 Definitions

Applications: VMware defined deployment configurations (e.g., PostgreSQL with Replication, MariaDB Single VM) that the customer can add to the catalog. Supported deployment configurations are presented via the UI.

Artifact: Unique combination of an application, golden image, and deployment format.

Active artifact: Artifact which has been defined and for which updates are enabled. This is the default artifact status.

Golden Image: A customer-defined and provided operating system, or a VMware-defined and provided operating system.

Reports: Antivirus or CVE scanning associated to each version of an artifact. The supported reports depend on the deployment format and the operating system.

1.3 Technical Documentation and Training

An Operations Handbook and FAQs are available at https://docs.bitnami.com

1.4 Legal Terms

Use of the Service Offering is subject to the VMware Cloud Service Offerings Terms of Service (“Terms of Service”), that can be found at the VMware main end user terms landing page, at: https://www.vmware.com/download/eula.html or directly at: https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/downloads/eula/vmware-cloud-services-universal-tos.pdf

2. Service Operations

The following outlines VMware's roles and responsibilities in providing the Service Offering. While specific roles and responsibilities have also been identified as being owned by you, any roles or responsibilities not contained in this Service Description are either not the duty of VMware or are assumed to be your responsibility.
2.1 Service Provisioning

VMware will provide the following provisioning services:

- VMware creates a new tenant in the Service Offering for building the artifacts of your catalogs.
- VMware will deliver updates to your artifact repository for the applications you add to your catalogs.
- VMware will provide additional information for each new delivered update through the UI.

Your responsibilities include:

- If applicable, providing VMware’s support team access to the golden image to be used in your catalogs.
- Giving VMware access to upload the generated artifacts to your desired location.

The Service Offering uploads periodic generated content to the customer’s destination repository, which may result in storage and data usage billed to the customer by the customer’s storage provider, outside of the Service Offering.

2.2 Catalog Maintenance

VMware will provide the following types of updates for the artifacts:

- Major update: A new upstream major version of the main component is available.
- Minor update: A new upstream minor version of the main component is available.
- Security update: A fix for critical or high security issue affecting the latest released version of the application is available.
- Base image update: A new version of the golden image is available.

This Service Offering only supports updates including the latest version of the application as defined by VMware. Generating artifacts for older versions of the applications is not supported.

Reference timelines for update availability:

- Major update: 5-20 working days since upstream release.
- Minor update: 1-15 working days since upstream release.
- Security update: 1-15 working days since a patch is available.
- Base image update: The availability of a new golden image will automatically trigger a build for all affected artifacts.

2.3 Support

This Service Offering has been developed by the Bitnami, now part of VMware.

For assistance in identifying and resolving errors, and to answer questions related to the operational use of the Service Offering, contact support@bitnami.com or use the in-product support feature.

All support requests will be responded to within one business day during the hours of 10:00AM to 7:00PM, UTC, Monday to Friday.
2.4 **Disaster Avoidance and Disaster Recovery**

The Service Offering should not be considered the database of record for your data, and you should not rely on or consider the Service Offering as the sole source of your data, nor a complete copy of your data.

2.5 **Incident and Problem Management**

VMware will provide incident and problem management services (detection, severity classification, recording, escalation, and return to service) pertaining to:

- Infrastructure over which VMware has direct, administrative access and control, including servers and services used to provide the Service Offering.

You are responsible for incident and problem management (e.g., detection, severity classification, recording, escalation, and return to service) pertaining to:

- Your account settings in the Service Offering administrative management console.
- VMware access to the golden image and artifact repository.
- Anything else not under VMware’s direct control and administration.

2.6 **Change Management**

VMware will provide the following change management elements:

- Processes and procedures to release new code versions and bug fixes.

You are responsible for:

- Management of changes to your tagging process, alert settings, dashboards and other content.
- Administration of self-service features provided through the Service Offering’s system console and user portal, up to the highest permission levels granted to you.
- Cooperating with VMware when planned or emergency maintenance is required.

2.7 **Data Privacy**

**Deletion of Data**

Following expiration or termination of the Agreement, all Content, and all personal data contained in Content, in VMware's possession will be retained for six months; provided, however, that the customer can request deletion prior to the end of the six-month retention period. After the end of the retention period, Content and personal data will be deleted from VMware’s primary database and (if applicable) back-up database, as described in the “Termination” section, below. The only exception would be if and to the extent that VMware is required by applicable law to retain any of the personal data (in which case VMware will implement reasonable measures to isolate the personal data from any further processing).

3. **Business Operations**

**Purchasing the Service Offering**

The Service Offering is purchased through a committed term subscription of one or three years. Subscriptions are based on the number of active artifacts. Charges for the entire term, which are
determined based on the pricing tier specified in your Order (based on the number of artifacts), are payable up front. You can purchase subscriptions to the Service Offering directly from VMware.

If you wish to purchase additional subscriptions (for example, if you wish to cover additional artifacts), the Subscription Terms for those additional subscriptions are not coterminous with subscriptions already purchased.

You may elect to pay applicable charges for the Service Offering through redemption of VMware’s Subscription Purchasing Program (SPP) credits or Hybrid Purchasing Program (HPP) credits (collectively, “Credits”).

Refer to the following websites for information on the Credit programs:


Consult your VMware sales representative for details on purchasing a subscription to the Service Offering.

**Cancellation**

You cannot cancel or terminate your subscription prior to the expiration of the committed purchased Subscription Term. You are liable for all charges for the Subscription Term, regardless of whether you actually use the Service Offering for the entire Subscription Term. There is no refund for any committed charges that you paid at the time you purchased your subscription.

**Termination**

Termination of your Service Offering subscription will result in permanent loss of access to the environments, discontinuation of services, and a deletion of the environments and configurations.