Service Description

VMware Horizon™ Air Hybrid-Mode®

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VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com
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1. Introduction

VMware Horizon™ Air Hybrid-Mode® ("Horizon Air Hybrid-Mode" or the "Service Offering") is a cloud software service hosted by VMware that enables the delivery of on-premises virtual desktops and attached virtual applications on hyper-converged infrastructure, with central management from the cloud.

1.1 Service Description

Horizon Air Hybrid-Mode is offered as a VMware subscription service and includes (a) software that allows the deployment and use of on-premises virtual desktops and applications attached to the virtual desktops and (b) access to the cloud control plane via the management console, "Horizon Cloud Manager", to orchestrate and manage the virtual workloads. The software includes components that are hosted in the cloud and components that are downloaded to the customer premises. The Horizon Air Hybrid-Mode control plane is hosted on servers located in the United States of America.

The Horizon Air Hybrid-Mode software subscription is offered for 1-, 2-, or 3-year terms on a Named or Concurrent User basis. It is offered in quantities of 100 for new purchases and quantities of 10 for incremental add-ons. In addition, there is a choice to subscribe to a version with or without the virtualization software - vSphere, Virtual SAN, and vCenter Server.

In addition, you will need to buy supported hardware infrastructure from qualified partners for the on-premises component, "Horizon Air Node", and pair it with the Horizon Air Hybrid-Mode subscription service in order to deploy and use the virtual desktops and applications. You will need to size the hardware appropriately based on the virtual desktop and application workload expected. For optimal experience it is strongly recommended to avoid running other workloads at the same time.

Horizon Air Hybrid-Mode supports 3 kinds of pre-configured desktop models -

- **Standard Desktop** provides 1vCPU, 2GB vRAM
- **Advanced Desktop** provides 2vCPU, 4GB vRAM
- **Enterprise Desktop** provides 4vCPU, 8GB vRAM

During the subscription term, you can provision any mix of the different desktop models up to the total quantity of user licenses purchased. The number of desktops that can be deployed on a Horizon Air Node will vary on the selected desktop model and the hardware resource capacity available on the Horizon Air Node, up to a recommended maximum of 1000 standard desktop VMs.

For all virtual machine OS licensing, you must use your own licenses purchased through your Microsoft licensing distributor. See Appendix B and C for details on supported Guest OS and Microsoft licensing guidance.

Desktops and attached applications can be accessed via VMware Horizon clients directly. The use of the desktop and mobile clients to access the Service Offering is governed by a separate end user license agreements which incorporates the VMware Product Guide, copies of which are available at [http://www.vmware.com/download/eula](http://www.vmware.com/download/eula).

1.2 Service Capabilities

In preparation of the deployment and administration of the service, Horizon Air Hybrid-Mode provides the following stand-alone capabilities:

- **Deployment** of the Horizon Air Hybrid-Mode service on supported hardware on-premises via the Horizon Air Link appliance
- **App Stacks capture** via the App Capture utility for packaging and delivering layered applications to
The Service Offering includes the following capabilities:

- **Pairing** the Horizon Air Node with the cloud and performing basic configuration via the Horizon Cloud Manager
- **Domain Binding** via the Horizon Cloud Manager to set up active directory, administrator roles and permissions, and end user groups
- **Desktop master image / gold pattern creation** and management through the Horizon Air Node and Horizon Cloud Manager to be used as the base image from which VMs are cloned
- **Desktop assignment** via the Horizon Cloud Manager where each assignment specifies the desktop type (floating or dedicated), desktop model, gold pattern to apply to specific groups of end-users when creating virtual desktop VMs on-premises
- **Application assignment** via the Horizon Cloud Manager, where each assignment attaches one or many captured applications to the on-premises virtual desktop VMs. This is enabled through the integrated VMware App Volumes
- **User Writeable Disk assignment** via the Horizon Cloud Manager that allows end-users to have a persistent virtual disk assigned where any user installed applications and data they save during their session is kept for use in future sessions. This is enabled through the integrated VMware App Volumes
- **User Customization assignment (Beta Version)** via the Horizon Cloud Manager that allows end-user environments to be customized as desired. This is enabled through the integrated VMware User Environment Manager
- **End-user access** to on-premises virtual desktops and attached applications over internal and external networks via Horizon Client
- **Virtual Machines (VMs)** are the desktops that are accessed by the end users

### 1.3 Service Inclusions

The summary of items included in Horizon Air Hybrid-Mode service is as follows:

<table>
<thead>
<tr>
<th>Horizon Air Hybrid-Mode – Bring Your Own Virtualization</th>
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<tbody>
<tr>
<td>Horizon Air Hybrid-Mode software</td>
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<td></td>
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<td></td>
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<tr>
<td>Horizon Air Link</td>
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<tr>
<td>Horizon Cloud Manager cloud access</td>
</tr>
</tbody>
</table>
1.4 Console Access

The Service includes access to two self-service consoles:

- **My VMware Account Management Console** (“My VMware”) provides access to subscription status, integrating navigation, viewing and management of all VMware product licenses and support under a single account. It also provides access to download the Horizon Air Hybrid-Mode software components such as Horizon Air Link, Agents etc.

- **VMware Horizon Cloud Manager** (“Console”) is the primary interface for consumption and management of Horizon Air Hybrid-Mode purchased from VMware, including domain binding, gold pattern management, desktop provisioning, application provisioning, user customization provisioning, end user entitlement, and other management operations.
1.5 Additional Information

Technical Documentation and Training

Online help outlining Key Concepts with usage examples, an "Install guide", an "Admin Guide is available.

Legal Terms

Use of Horizon Air Hybrid-Mode service is subject to the Terms of Service located at http://www.vmware.com/download/eula/horizon-air-terms-of-service.html

2. Service Operations

The following outlines VMware’s roles and responsibilities in the delivery of Horizon Air Hybrid-Mode.

While specific roles and responsibilities have also been identified as being owned by you, any roles or responsibilities not contained in this document are either not provided with the service or assumed to be your responsibility.

2.1 Service Support

VMware will provide support for the software components of Horizon Air Hybrid-Mode service that is both, hosted in the cloud and downloaded to the on-premises Horizon Air Node. It includes support for deployment, account and desktop/application availability, access to the Horizon Cloud Manager, and selected additional services to assist with adoption and related to Horizon Air Hybrid-Mode. VMware will only provide support for Horizon Air Hybrid-Mode workloads. If Horizon Air Hybrid-Mode is purchased with virtualization software (vSphere, vCenter, vSAN), VMware will provide support for those components as well.

Support will be provided by VMware’s Global Support team and its standard procedures. Support may be provided by both US and non-US persons, as appropriate to meet VMware’s support obligations. Support for the on-premises hardware and other infrastructure components such as a File Server, Directory Service, DNS, NTP are not included.

2.2 Service Provisioning

VMware will be responsible for the following:

- Hosting, maintaining, and operating the cloud control plane and Horizon Cloud Manager, keeping it up to date with the latest software version
- Providing the Horizon Air Link, a lightweight bootstrap OVA, that when deployed on supported on-premises hardware, will initiate a secure connection to pair with the cloud control plane in order to automatically download and deploy the necessary software to enable usage of the service
- Enabling a secure https connection that is initiated from the Horizon Air Node to the cloud control plane
- Providing software that is downloaded to the Horizon Air Node from the cloud control plane
- Providing license keys and total quantity of entitled seats via email
- Providing access to product documentation
You will be responsible for the following:

- Sizing hardware and Horizon Air Hybrid-Mode service capacity according to the number of users and workload expected
- Purchasing supported hardware from qualified partners and installing it on-premises, including preparing the network as required
- Installing the compatible infrastructure software (vSphere, vCenter, vSAN) onto the supported hardware.
- Installing the Horizon Air Link software and configuration thereof suitable for your on-premises environment on the supported hardware
- Providing a file server and the requisite number of file shares suitable for use with Horizon Air Hybrid Mode for Desktop Image and AppStack upload into the appliance as well as storing the UEM configuration and settings
- Windows KMS Licensing infrastructure
- Completing Active Directory domain binding
- Creating the master image / gold pattern
- Capturing App Stacks
- Installing Access Point (optional for external user access)
- Creating and assigning desktops, application and customization to one or many users
- Windows Client OS licensing (if applicable, and if so, compliance with applicable license agreements)

### 2.3 Disaster Avoidance and Disaster Recovery

VMware will provide the following services with respect to Disaster Avoidance and Disaster Recovery:

- Routine backups of Horizon Air Hybrid-Mode cloud service components, which include customer accounts, license key and user license counts.

You are responsible for any item that is not listed as a responsibility of VMware. This includes, but is not limited to the following:

- Data protection, such as routine backups of the data and content accessed or stored on Horizon Air Hybrid-Mode VMs or storage devices, end-user data, desktop & application assignments, configuration settings, etc.

### 2.4 Monitoring

VMware will provide the following services with respect to Monitoring:

- Monitoring the Horizon Air Hybrid-Mode cloud control plane infrastructure, top-layer management, user-management interfaces and performance of the Horizon Cloud Manager. VMware will provide a summary view of desktops that are provisioned and in use, in addition to the desktop quota utilization. VMware will not proactively monitor the software on the Horizon Air Node.

You are responsible for the following services with respect to Monitoring:

- Monitoring the hardware resource (CPU, memory, disk) utilization and available capacity of the
Horizon Air Node with respect to the configured Horizon Air Hybrid-Mode workloads
- Monitoring the availability and performance of end-user access to desktop and applications
- Monitoring the infrastructure software (vSphere, vCenter, vSAN), guest operating systems, applications deployment and behavior

2.5 Incident and Problem Management

VMware will provide incident and problem management services (e.g., severity classification, recording, escalation, and return to service) pertaining to:
- Infrastructure over which VMware has direct, administrative, and/or physical access and control, such as Horizon Air Hybrid-Mode cloud control plane servers, storage and network devices.
- Service software over which VMware has customer provided administrative access and control, such as the Horizon Cloud Manager. This includes Horizon Air Hybrid-Mode software components that resides on the Horizon Air Node

You are responsible for incident and problem management (e.g., detection, severity classification, recording, escalation, and return to service) pertaining to:
- Your account settings under our administrative management (domain, 2 factor authentication).
- User-deployed and configured assets such as VMs, custom developed or third party applications, custom or user-deployed operating systems, network configuration settings, and user accounts.
- Operating system administration including the operating system itself or any features or components contained within it.
- Performance of user-deployed VMs, custom or third party applications, your databases, and operating systems imported or customized by you, or other assets deployed and administered by you that are unrelated to the Horizon Air Cloud Manager or Horizon Air Hybrid-Mode service.
- Your Active Directory, DNS and other networking infrastructure.
- Microsoft KMS licensing infrastructure
- On-premises File Servers that are connected to the Horizon Air node
- Hardware performance of Horizon Air Node
- Anything else not under the direct control and administration of VMware operations.

2.6 Change Management

VMware will provide the following change management elements:

- Processes and procedures to maintain the health and availability of the Horizon Cloud Manager or Horizon Air Hybrid-Mode service components. Please see the VMware Horizon Air Hybrid-Mode Service Level Agreement for maintenance details, which is available at: [http://www.vmware.com/download/eula/horizon-air-hybrid-mode-service-level-agreement.html](http://www.vmware.com/download/eula/horizon-air-hybrid-mode-service-level-agreement.html)
- Processes and procedures to release new code versions, hot fixes, and service packs related to the Horizon Cloud Manager and Horizon Air Hybrid-Mode service components, both in the cloud and on-premises, for the health and stability of virtual desktops and applications
- For software components that are downloaded to the on-premises Horizon Air Node, VMware will offer a selection of timeslots to schedule the automatic on-premises update. VMware will also provide remote supervision and verification.

Scheduled maintenance and incident management may impact all workloads running on the Horizon Air Node. It is advisable to run only Horizon Air Hybrid-Mode workloads on the Horizon Air Node.
You are responsible for:

- Management of infrastructure software updates (e.g. vSphere, vCenter, vSAN) in keeping with the supported software compatibility matrix with Horizon Air Hybrid-Mode
  - This may be required as part of the upgrade of the on-premises software on the Horizon Air Node
- Scheduling a time for the automatic updates of the on-premises software on the Horizon Air Node.
  - You will have up to a maximum of 90 days to update the software versions from date of notification
- Management of changes to your VMs, operating systems, custom or third party applications, and administration of general network changes within your control.
- Maintaining software updates to Access Point
- Ongoing management of assignments, entitlements and system configuration
- Ongoing management and patching of gold images and AppStacks with latest updates as required by your organization
- Administration of self-service features provided through the VMware and Horizon Cloud Manager consoles, up to the highest permission levels granted to you. Including but not limited to VM and domain functions, backup administration, and general account management, etc.
- Cooperating when planned and emergency maintenance is required

### 2.7 Security

The end-to-end security of Horizon Air Hybrid-Mode is shared between VMware and you. VMware will provide security for the aspects of the Service over which it has sole physical, logical, and administrative level control. You are responsible for the aspects of the Service over which you have administrative level access or control. The primary areas of responsibility between VMware and you are outlined below.

VMware will use commercially reasonable efforts to provide:

- **Physical Security**: VMware will protect the data centers housing Horizon Air Hybrid-Mode cloud control plane from physical security breaches.
- **Information Security**: VMware will protect the information systems used to deliver Horizon Air Hybrid-Mode for which it has sole administrative level control.
- **Network Security**: VMware will protect the networks containing its information systems up to the point where you have some control, permission, or access to modify your networks.
- **Security Monitoring**: VMware will monitor for security events involving the underlying cloud infrastructure servers, storage, networks, and information systems used in the delivery of Horizon Air Hybrid-Mode for which it has sole administrative level control over. This responsibility stops at any point where you have some control, permission, or access to modify an aspect of the Service Offering.
- **Patching & Vulnerability Management**: VMware will maintain the systems it uses to deliver the Service offering, including the application of patches it deems critical for the target systems. VMware will perform routine vulnerability scans to surface critical risk areas for the systems it uses to deliver the Service Offering. Critical vulnerabilities will be addressed in a timely manner.

You should address:
• **Information Security:** You are responsible for ensuring adequate protection of the information systems, data, content or applications that you deploy and/or access on Horizon Air Hybrid-Mode. This includes, but is not limited to, any level of patching, security fixes, data encryption, access controls, roles and permissions granted to your internal, external, or third party users, etc.

• **Network Security:** You are responsible for the security of the networks over which you have administrative level control. This includes, but is not limited to, maintaining effective firewall rules, exposing communication ports that are only necessary to conduct business, locking down promiscuous access, etc.

• **Security Monitoring:** You are responsible for the detection, classification, and remediation of all security events that are isolated with your Horizon Air Hybrid-Mode account, associated with VMs, operating systems, applications, data, or content, surfaced through vulnerability scanning tools, or required for a compliance or certification program in which you are required to participate and which are not serviced under another VMware security program.

### 2.8 Data Access

In the event of issues that require diagnosis and troubleshooting, select personnel from the VMware Horizon Air operations team will have the ability to remotely login to the on-premises Horizon Air Node appliances in order to review and gather logs or to perform remote emergency remediation.

- VMware will be able to:
  - Obtain log files and crash reports from the Horizon Air Node, which will show user names, times when users have accessed the system, and other environment information including IP addresses and hostnames
  - Obtain other files, such as configuration files, from the deployed infrastructure VMs within the Horizon Air Node
  - Have real-time access to the current operational health status of the Horizon Air Node
  - Remote access to vCenter console in a joint conference session with customer

- In addition, VMware will be able to optionally collect product usage pattern, behavior and metrics anonymously on regular basis in order to improve VMware products and services, fix problems, and provide recommendations for best practices. An option is provided in the product to disable this if desired.

- VMware will be storing information that includes customer contact information (name, email), Horizon Air Node data such as location and audit information that covers life cycle events such as pairing with the cloud control plane, requests to download software etc.

- The transmission of the files from the Horizon Air Node to the cloud is done over an SSL channel but the files themselves are not encrypted at rest.

### 3. Business Operations

This section summarizes processes for ordering, scaling, renewing, suspending, and terminating VMware Horizon Air Hybrid-Mode.

#### 3.1 Ordering and Invoicing

**Subscription Ordering**

- Initial orders are made for a Horizon Air Hybrid-Mode Core subscription for a single Service instance ("Service Identifier", or SID) and are described in further detail in Appendix A. The initial purchase establishes the default billing relationship that applies to all transactions for that SID for
the duration of the contract; for example, if the initial order is placed through a VMware Authorized Reseller, then, by default, any subsequent payments related to that Service Identifier would be made through that Reseller. This billing relationship may be modified at time of renewal.

- The service term and billable period will begin within 24 hours of the date the service has been provisioned. VMware can elect to delay the start of the billing period at its discretion.

- There is an option to subscribe to either Named User or Concurrent User licensing, but licensing types cannot be mixed under a single management platform.

- Additional capacity may be purchased at the time of initial order or any time after the initial order. The additional capacity has to be of the same type as the initial Core subscription.

- Account changes to capacity can be made by ordering additional capacity or services any time before the end of the contracted term.

- Changes to the VMware Authorized Reseller associated with a SID may be made at the time of renewal by contacting VMware as noted below.

**Invoicing**

- When you purchase the Service Offering directly from VMware, VMware will invoice you for all ordered services within thirty (30) business days after the beginning of each Billing Period. When you purchase the Service Offering through a VMware Authorized Reseller, the Reseller will invoice you as mutually agreed between you and such Reseller.

- Plan Charges, as defined in Appendix A, will be invoiced by VMware for the then-current Billing Period unless you choose a prepaid Service Offering SKU, in which case you will be billed for the ordered subscription term. Should the Service Offering not be provided for the entire Billing Period, then the fees for such period will be prorated (a) from the day the Service Offering was first provided through the end of the Billing Period, or (b) from the beginning of the Billing Period through the last day in the Billing Period the Service Offering was provided, as appropriate.

- You will be invoiced for the quantity of seats purchased regardless of whether the service is used or not.

**3.3 Add On Capacity**

- Add-on capacity can be purchased in increments of 10 seats with the same licensing and bundle options. Add-on services can be co-termed with the initial core subscription.

- The Term for add-on capacity or services will be set to terminate at the same time as the core subscription term for the SID.

- If add-on capacity causes you to achieve a higher volume tier, any per-unit price reductions will apply to the remaining term of the SID if billed monthly. Prepaid subscriptions will not receive a refund for the per-unit price reduction due to achieving a higher volume tier. Per-unit price reductions will apply to the add-on desktop capacity for both monthly and prepaid subscriptions added after the higher volume tier is achieved.

**3.4 Renewal**

VMware reserves the right to not renew an SID at the end of its subscription term. In the event of a non-renewal by VMware, we will notify you 30 days prior to the end of the subscription term. Renewal
options for each SID may be selected using the My VMware administrative portal. Renewal options include:

Auto-Renewal (the default setting)
Except as set forth in this Section 3.3, each SID will automatically renew using the current configuration and the existing order term length. The then-current SKU’s and pricing, based on the applicable price list, will be applied to such renewal term. You may opt-out of auto-renewal by changing your renewal option setting for the SID within the My VMware Portal available at http://my.vmware.com. The deadline to change the renewal option is 30 days prior to the last day of the current SID subscription term.

Modify Subscription Service at End of Term
When this option is selected, you may be contacted prior to the end of the SID term to discuss your renewal options. You may modify your Service Offering configuration and make changes to your reseller relationship, if applicable, by both changing your setting for the SID within the My VMware Portal available at http://my.vmware.com and issuing a new purchase order. If you do not make any changes to your current SID by the deadline below and/or you do not issue a new purchase order for the new Service Offering to VMware or your VMware Authorized Reseller, if applicable, your existing SID, as currently configured, will automatically renew with VMware or your existing reseller. When you purchase the Service Offering through a VMware Authorized Reseller, a manual renewal is the only time a customer may elect a change in reseller relationship for that specific SID. The deadline to change the renewal option is 30 days prior to the last day of the current SID subscription term.

Terminate at End of Term
You may terminate your existing SID renewal by changing your setting for the SID within the My VMware Portal available at http://my.vmware.com. When this option is set, then your access to the Service Offering will expire at the end of the SID term. The deadline to select the termination option is 30 days prior to the last day of the current SID subscription term.

3.5 Suspension and Re-Enablement
- While a SID is suspended by VMware for delinquent payment or any other reason as detailed in the Terms of Service, VMware will restrict access to Horizon Cloud Manager for subsequent orchestration. VMware will retain SIDs with configurations and data intact until the issue is resolved or the service expires or is terminated.
- SID re-enablement will be initiated immediately upon resolution of the account issues that led to suspension; access to the Service Offering and traffic across IP Addresses will be restored.

3.6 Termination
- Full termination of an SID due to contract expiration, termination, cancellation, or any other cause will result in loss of access to Horizon Cloud Manager, discontinuation of software updates, account services, and support.
- Data from a terminated SID will not be retained by VMware beyond termination date of such SID.

3.7 Early Termination
- Horizon Air Hybrid-Mode monthly-paid subscriptions with an initial term of 12 months or more are eligible for early termination. Horizon Air Hybrid-Mode annually-paid subscriptions with an initial term of 24 months or more are eligible for early termination. Pre-paid subscriptions are not eligible. Add-ons are eligible only to the extent that the underlying monthly-paid core subscription is also terminated. The termination can be effective only after the first 3 months of that term, and upon advance notice to VMware. You also must pay a fee equal to one month of contracted subscription fees (including add-on fees) for every 12 month period (or portion thereof) remaining on your Subscription Term as of the effective termination date.

For example:
### Months Remaining on Subscription Term at Effective Termination Date

<table>
<thead>
<tr>
<th>Period</th>
<th>Early Termination Fee Amount</th>
<th>Eligible Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 12 months</td>
<td>Equal to 1 month of contracted subscription fees (including add-on fees)</td>
<td>Monthly</td>
</tr>
<tr>
<td>At least 12 months, but less than 24 months</td>
<td>Equal to 2 months of contracted subscription fees (including add-on fees)</td>
<td>Monthly Annually</td>
</tr>
<tr>
<td>At least 24 months, but less than 36 months</td>
<td>Equal to 3 months of contracted subscription fees (including add-on fees)</td>
<td>Monthly Annually</td>
</tr>
</tbody>
</table>

- To give the required notice for the SID you want to terminate, please contact the VMware Global Support and Services team by filing a Support Request in the My VMware Portal, at [http://my.vmware.com](http://my.vmware.com).

- You must provide 30 to 60 days advance notice. The termination (the last active day for your SID) will be effective on the last day of your next subscription Billing Period.
  - For example, if your subscription Billing Period ends on the 15th of each month (please note that this may be different from your billing date), you must notify us by April 15th to terminate your SID effective May 15th; if notice is provided on April 16th, the SID will be terminated effective June 15th.
# Appendix A - Horizon Air Hybrid-Mode Summary of items included

The summary of items included in Horizon Air Hybrid-Mode service is as follows:

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<thead>
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<th>Horizon Air Hybrid-Mode – Bring Your Own Virtualization</th>
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<tbody>
<tr>
<td>Horizon Air Hybrid-Mode software</td>
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<td>Horizon Air Link</td>
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<td>Horizon Client</td>
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<td>Access Point</td>
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<td>App Capture Utility</td>
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<tr>
<td>DaaS Agent</td>
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<tr>
<td>Horizon Agent</td>
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<tr>
<td>App Volumes &amp; User Environment Agents</td>
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<table>
<thead>
<tr>
<th>Horizon Air Hybrid-Mode – With Virtualization</th>
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</thead>
<tbody>
<tr>
<td>All Items as Horizon Air Hybrid-Mode – Bring Your Own Virtualization. In addition, the items listed below.</td>
</tr>
<tr>
<td>ThinApp Client &amp; Packager</td>
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<tr>
<td>vSphere Enterprise Plus for desktop stand-alone</td>
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<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Virtual SAN Advanced</td>
</tr>
<tr>
<td>vCenter Server Standard for Horizon</td>
</tr>
</tbody>
</table>
Appendix B - Horizon Air Guest OS Compatibility Table
Horizon Air Hybrid-Mode supports the use of the following Windows operating systems on virtual machines hosted within the Horizon Air Hybrid-Mode Appliance

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Patch / SP</th>
<th>32 / 64 bit</th>
<th>Additional Variants / Specs</th>
<th>VDI / RDSH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win7</td>
<td>SP1</td>
<td>Both</td>
<td>Professional / Enterprise</td>
<td>VDI</td>
</tr>
<tr>
<td>Windows 10</td>
<td></td>
<td>Both</td>
<td>Professional / Enterprise</td>
<td>VDI</td>
</tr>
</tbody>
</table>

Supported languages are English and Japanese. Supported language packs are French, French Canadian, and German.

Appendix C – Microsoft Licensing Recommendations
The following are recommendations only. Please verify licensing requirements and restrictions with your Microsoft Licensing distributor.

Horizon Air Hybrid-Mode does not provide any guest OS licensing required for the full use of the Horizon Air Hybrid-Mode solution. All necessary Microsoft licenses for operating Desktops and Microsoft Applications are available from your preferred Microsoft Licensing distributor.