Service Description

VMware vCloud® Usage Insight™

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1. Introduction

VMware vCloud® Usage Insight™ ("vCloud Usage Insight" or the "Service Offering") is a VMware cloud service offering, provided to VMware Cloud Provider Program ("VCPP") customers at no additional charge. The Service Offering automates monthly and end-user usage reporting to the VCPP business portal.

The Service Offering is limited to use by VCPP customers. It is an invite-only service and is available through the VMware Cloud console (https://console.cloud.vmware.com) and the Cloud Partner Navigator Web console. To request an invitation, navigate to https://cloud.vmware.com/cloud-provider-metering.

vCloud Usage Insight aggregates reports from vCloud® Usage Meter ("UM") appliances. With vCloud Usage Insight, the VCPP partner retains full control to manage the usage report in the VMware Commerce Portal, prior to submittal of the report; the existing manual reporting option remains available.

All data transferred between the UM appliance (available for download at https://cloud.vmware.com/cloud-provider-metering) and vCloud Usage Insight is anonymized to remove any VM name, hostname, IP address and other fields marked as ‘anonymized’ in this document: https://vmstarcommunity.force.com/partnerconnect/s/contentdocument/06934000002FN7LAAW.

vCloud Usage Insight supports reporting on a per-contract or per-site basis (For information about VMware vCloud Usage Meter, see https://cloud.vmware.com/cloud-provider-metering.).

vCloud Usage Insight reduces the monthly reporting effort by doing the following:

- Automated transfer of reports from UM virtual appliances to the Service Offering
- Automated aggregation of usage across the UM appliances
- Pre-filling usage data into the VMware Commerce Portal
- Ability to review and adjust usage submitted to the VMware Commerce Portal

vCloud Usage Insight offers multiple screens:

- Usage Meter list – To see a list of currently registered usage meters, and register additional appliances
- Details – Provides information on when the Usage Meter appliance last sent data, which reporting mode it is in, etc.
- Settings – To configure specific products to be metered as Standalone or Per VM/OSI
- Reports – To download a copy of all reports and see current usage

The above screens can be found in one or more portals, available only to Cloud Provider users that have onboarded their partner organization.

- VMware Commerce Portal (https://vcp.vmware.com)
  - vCloud Usage Insight opt-in, and Usage Meter Registration
- vCloud Usage Insight on Cloud Services Portal (https://console.cloud.vmware.com)
  - Usage Meter list, Reports, Settings, and Details
- vCloud Usage Insight on Cloud Partner Navigator (https://console.cloud.vmware.com)
  - Usage Meter list, Reports, Settings, and Details
  - As an eventual replacement to vCloud Usage Insight on CSP

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Below is an illustration of the current workflow for usage reporting to the VMware Commerce Portal, and how vCloud Usage Insight automates the reporting process to the VMware Commerce Portal:

**Usage data collection and handling guidelines**

Usage data collection and handling guidelines are available at: [Usage Meter data handling policies and guidelines](https://cloud.vmware.com/cloud-provider-metering)

**Technical Documentation and Training**

Documents outlining Key Concepts with usage examples, a “Getting Started” guide, and “How To” guides for key features are available at: [https://cloud.vmware.com/cloud-provider-metering](https://cloud.vmware.com/cloud-provider-metering)

**Legal Terms**

Use of the Service offering is subject to the standard VMware cloud service offering Terms of Service located at [https://www.vmware.com/download/eula.html](https://www.vmware.com/download/eula.html). Use of the vCloud Usage Meter is subject to VMware’s End User License Agreement, found at [https://www.vmware.com/download/eula.html](https://www.vmware.com/download/eula.html).

By using the Service Offering, you are deemed to have agreed that usage data collected by the UM appliance is not Content/Your Content as defined in the Terms of Service. VMware will process usage data for the purposes of billing and sales compensation.

VMware may also use usage data for its legitimate business purposes including without limitation to conduct VMware product consumption analysis, to improve its products and services, to conduct pricing and packaging analysis, and for other purposes as set forth in the VMware Customer Experience Improvement Program, found at [https://www.vmware.com/solutions/trustvmware/ceip.html](https://www.vmware.com/solutions/trustvmware/ceip.html). VMware will remove any custom labels created by the VCPP partner before using the usage data for those purposes.

**2. Service Operations**

The following sections outline VMware’s roles and responsibilities in the delivery of vCloud Usage Insight. While specific roles and responsibilities have been identified as being owned by you, any roles or responsibilities not included in this Service Description are either not provided with the Service Offering or are assumed to be your responsibility.
2.1 Support
VMware will provide support for problems that you report and selected additional services to assist with adoption of and related to the Service Offering. Support may be provided in any country in which VMware or its providers maintain facilities. To the extent you provide Content (as defined in the Terms of Service) in connection with support requests, VMware will handle Content in any such country in accordance with the Terms of Service.

2.2 Service Provisioning
VMware will provide the following provisioning services:
- Creating an on-boarding link and invite
- Entitling partner access to the Service Offering

2.3 Incident and Problem Management
VMware will provide incident and problem management services (e.g., detection, severity classification, recording, escalation, and return to service) pertaining to availability of the Service Offering.

2.4 Change Management
VMware will provide the following change management services:
- Processes and procedures to maintain the health and availability of the Service Offering.
- Processes and procedures to release new code versions, hot fixes, and service packs related to the Service Offering.
- You are responsible for installing and upgrading to new releases of the VMware Usage Meter for new features and bug fixes.

2.5 Data Management
VMware’s Cloud Provider Program requires data retention for three (3) years. To meet this program requirement, VMware hosts, maintains, and retains this data for partners, giving partners access to this usage data through the Reports page in the vCloud Usage Insight service interface. After three years, this data is deleted permanently. Partners that would like to retain this information for longer than three (3) years should download a copy of the data within that time.

2.6 Security
The end-to-end security of the Service Offering is shared between VMware and you. VMware will provide security for the aspects of the Service Offering over which it has sole physical, logical, and administrative level control. You are responsible for the aspects of the Service Offering 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 the Service Offering from physical security breaches.
- **Information Security**: VMware will protect the information systems used to deliver the Service Offering over 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 infrastructure servers, storage, networks, and information systems used in the delivery of the Service Offering over which it has sole administrative level control. This responsibility stops at any point where you have some control, permission, or access to modify an aspect of the Service Offering.
- **Patching and 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 are responsible for addressing the following:

- **Information Security**: You are responsible for ensuring adequate protection of the information systems, data, content or applications that you deploy and/or access with the Service Offering. 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 Service Offering account, associated with virtual machines, 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.

### 2.7 Service Operations Data

In connection with providing the Service Offering, VMware collects and processes information (such as configuration, performance, and log data) 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. 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.

### 2.8 Usage Data

The Service Offering collects data (such as configuration, performance, and usage data) directly from VMware’s software or systems hosting the Service Offering, and from the customer’s systems, applications, and devices involved in the use of the Service Offering, to improve VMware products and services, and your and your users’ experiences as more specifically described in VMware’s Trust & Assurance Center 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 found at https://www.vmware.com/help/privacy.html.

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