



# VMware Tanzu Guardrails

## SaaS Listing

The definitions set out in the Agreement will apply to this SaaS Listing document.

The VMware software program(s) listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the VMware quote or other transaction document entered into by Customer and the VMware entity ("VMware") through which Customer obtained a license for the VMware software (hereinafter referred to as the "Agreement"). These terms shall be effective from the effective date of such ordering document.

This SaaS Listing describes VMware Tanzu Guardrails. All capitalized terms in this SaaS Listing have the meaning ascribed to them in the Agreement (including the VMware Licensing Glossary) or in the Definitions section.

### Table of Contents

#### **1: Technical/Business Functionality and Capabilities**

- Service Overview
- Service Features
- Service Software Components

#### **2: Customer Responsibilities**

#### **3: Entitlement and Subscription Information**

- Charge Metrics

#### **4: Assistance**

- Customer Assistance
- Maintenance to the Service and/or supporting Service Infrastructure

#### **5: Definitions**

#### **Exhibit-A Service Level Agreement**



## 1: Technical/Business Functionality and Capabilities

### Service Overview

VMware Tanzu Guardrails (the "Service") provides a comprehensive solution for multi-cloud governance, enabling organizations to consistently define and apply standards across clouds, workloads and Kubernetes enabling the management of costs, risk mitigation and improved performance.

### Service Features

- Establishes a comprehensive framework for the enforcement of governance policies. This includes the utilization of pre-defined policy configurations and custom customer-created policies.
- Mandates continuous monitoring and correction of configuration drift, alongside benchmarking for compliance across an array of resources, encompassing Amazon Web Services, Microsoft Azure, Google Cloud Platform and Kubernetes environments.
- Mechanizes for identification and unified reporting of policy violations and configuration drift across cloud environments, including facilitation of automated remediation actions and the delivery of actionable alerts.
- Permits the creation of custom governance policies utilizing a click-through query builder that captures and utilizes resource relationships for the purpose of facilitating detection capabilities beyond conventional property checks.

### Service Software Components

- Collector agents (including support for third-party collector agents) embedded in the customer application and/or infrastructure.

## 2: Customer Responsibilities

VMware can only provide the Service if Customer provides required information or performs required actions, otherwise performance of the Service may be delayed, impaired or prevented, and Customer may lose eligibility for any Service Level Agreement.

- **Setup Enablement:** Customer must provide information required for VMware to begin providing the Service.
- **Adequate Customer Personnel:** Customer must provide adequate personnel to assist VMware in delivery of the Service.
- **Renewal Credentials:** If applicable, Customer must apply renewal credential(s) provided in the applicable Transaction Document within its account administration, to continue to receive the Service, or to maintain account information and Customer data which is available during the Subscription Term.
- **Customer Configurations vs. Default Settings:** Customer must configure the features of the Service, if applicable, or default settings will apply. In some cases, default settings do not exist and no Service will be provided until Customer chooses a setting. Configuration and use of the Service(s) are entirely in Customer's control, therefore, VMware is not liable for Customer's use of the Service, nor liable for any civil or criminal liability that may be incurred by Customer as a result of the operation of the Service.

## 3: Entitlement and Subscription Information

### Charge Metrics

The Service is available under the following License Metrics as specified in the Transaction Document:

- **"Resource Types"** means the number of resources under management, such as Virtual Machines, Containers, Cloud Services or specific resource types covered by the governance policies.

## 4: Customer Assistance

### Customer Assistance

VMware will provide the following assistance as part of the Service, during regional business hours:

- Receive and process orders for implementation of the Service
- Receive and process requests for permitted modifications to Service features; and



- Respond to billing and invoicing questions

#### **Maintenance to the Service and/or supporting Service Infrastructure**

VMware must perform maintenance from time to time. For information on Service status, planned maintenance and known issues, visit <https://status.broadcom.com/services/vmware-cloud-services>. The following applies to such maintenance:

- **Planned Maintenance:** Planned Maintenance means scheduled maintenance periods during which the Service may be disrupted or prevented due to non-availability of the Service Infrastructure. During Planned Maintenance, Service may be diverted to sections of the Infrastructure not undergoing maintenance which may result in no disruption of the Service. For Planned Maintenance, VMware will provide seven (7) calendar days' notification.
- **Unplanned Maintenance:** Unplanned Maintenance means scheduled maintenance periods that do not allow for seven (7) days notification and during which Service may be disrupted or prevented due to non-availability of the Service infrastructure. VMware will provide a minimum of one (1) calendar day notification. During Unplanned Maintenance, Service may be diverted to sections of the infrastructure not undergoing maintenance which may result in no disruption of the Service. At times VMware will perform Emergency Maintenance. Emergency Maintenance is defined as maintenance that must be implemented as quickly as possible to resolve or prevent a major incident. Notification of Emergency Maintenance will be provided as soon as practicable.

#### **Data Retention and Deletion**

After termination of the Subscription, all Customer Data in VMware's possession will be retained for up-to ninety (90)-days; provided, however, Customer can request deletion of Customer Data prior to the end of the ninety (90)-days retention period. After the end of the retention period, Customer Data will be deleted from VMware's primary database and (if applicable) backup database.

## 5: Definitions

"**Service Credit**" means the number of days that are added to Customer's current Term.

"**Service Infrastructure**" means any VMware or licensor technology and intellectual property used to provide the Services.

Exhibit-A

Service Level Agreement(s)

**1.0 GENERAL**

These Service Level Agreements (“SLA(s)”) apply to the Online Service that is the subject matter of this SaaS Listing only. If VMware does not achieve these SLA(s), then Customer may be eligible to receive a Service Credit. Service Credits are Customer’s sole and exclusive remedy and are VMware’s sole and exclusive liability for breach of the SLA.

**2.0 SERVICE LEVEL AGREEMENT(S)**

- a. **Availability.** Availability is the amount of time that the Service is operational in minutes, expressed as a percentage per calendar month, excluding Excused Outages. Availability SLAs may exist for i) Inline (Data Plane) Service, and ii) Non-Inline (Control Plane) Service, separately:
  - o **Inline Service Availability** means access to the core features of the Service that impact the data in transit to and from Customer to the Internet. Cloud Secure Web Gateway is an Inline Service that includes Content-Filtering and Anti-Malware scanning.

<b>Inline Service Availability</b>	<b>99.9%</b>
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**3.0 AVAILABILITY CALCULATION**

Availability is calculated as a percentage of 100% total minutes per calendar month as follows:

$$\frac{\text{Total Minutes in Calendar Month} - \text{Excused Outages} - \text{Non-Excused Outages}^*}{\text{Total} - \text{Excused Outages}} \times 100 > \text{Availability Target}$$

*\*Non-Excused Outages = Minutes of Service disruption that are not an Excused Outage*

Note: The availability calculation is based on the entire calendar month regardless of the Service start date.

**4.0 SERVICE CREDIT**

If a claim is made and validated, a Service Credit will be applied to Customer’s account.

Each “SLA Credit” is an amount equal to a portion of the monthly recurring or metered subscription amount (net of any discounts) for the month in which the SLA event occurred.

Service Credits:

- May not be transferred or applied to any other VMware Online Service, even if within the same account.

Monthly Availability	SLA Credit
99.9% or more	0%
95.0% to 99.8%	10%
90.0% to 94.9%	20%
Up to 89.9%	30%

- Are the only remedy available, even if Customer is not renewing for a subsequent term. A Service Credit is added to the end of Customer's current Subscription Term.
- May not be a financial refund or credit of any kind.
- Do not apply to failure of other service level SLAs if such failure relates to non-availability of the Service. In such cases Customer may only submit a claim for the Availability SLA.

## 5.0 CLAIMS PROCESS

Customer must submit the claim in writing via email to VMware Customer Support. Each claim must be submitted within ten (10) days of the end of the calendar month in which the alleged missed SLA occurred for VMware to review the claim. Each claim must include the following information:

- (i) The words "Service Credit Request" in the subject line.
- (ii) The dates and time periods for each instance of claimed outage or other missed SLA, as applicable, during the relevant month.
- (iii) An explanation of the claim made under this SaaS Listing, including any relevant calculations.

All claims will be verified against VMware's system records. Should any claim be disputed, VMware will make a determination in good faith based on its system logs, monitoring reports and configuration records and will provide a record of service availability for the time period in question to Customer.

## 6.0 EXCUSED OUTAGES AND EXCLUSIONS TO CLAIMS

The following are minutes of downtime that are defined as Excused Outages:

- Planned Maintenance and Unplanned Maintenance as defined in the SaaS Listing.
- Force Majeure as defined in the Agreement.
- Any downtime that results from any of the below listed exclusions to a claim.

If any of the following exclusions apply, a claim will not be accepted:

- Any Service provided on a provisional basis, including but not limited to: trialware, evaluation, Proof of Concept, Not for Resale, pre-release, beta versions.
- Customer has not paid or is delinquent on payments for the Service.
- Customer is in violation of Section 2 ("Customer Responsibilities") during the time of the SLA Event.
- The SLA Event was due to Customer's failure to meet its security responsibilities as set forth in the Agreement.
- Recurring or zero-impact maintenance that is generally applicable to all customers.
- Third party, non- VMware branded products or services resold with the Service.
- Hardware, software or other data center equipment or services not in the control of VMware or within the scope of the Service.
- Packet loss, network or internet problems beyond VMware's border router supporting our public internet connectivity.
- Any item that is not a Service Component that is provided for use with the Service.
- Technical support provided with the service.
- Failure of Customer to correctly configure the Service in accordance with this SaaS Listing.
- Hardware or software configuration changes made by the Customer without the prior written consent of VMware.
- Unavailability of a specific web page or a third party's cloud application(s).
- Individual data center outage.
- Unavailability of one or more specific features, functions, or equipment hosting locations within the service, while other key features remain available.
- Unavailability or performance impact caused by acts of government or intermediate carriers
- Failure of Customer's internet access connections.
- Suspension and termination of Customer's right to use the Service.
- Alterations or modifications to the Service, unless altered or modified by VMware (or at the direction of or as approved by VMware).
- Bugs in code or services for which there is no commercially reasonable known fix (even if there is a known workaround).
- Defects in the Service or components of the service due to abuse or use other than in accordance with VMware's published Documentation unless caused by VMware or its agents.
- Customer-requested hardware or software upgrades, moves, facility upgrades, etc.
- Customer web traffic that egresses from a POP separate from the POP the user is connected to due to Customer policy settings.

END OF EXHIBIT A