



Service Description

VMware Network Insight™

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1. Introduction

1.1 Overview

VMware Network Insight™ (the “Service Offering”) is a network and security analysis service purpose-built for software-defined data centers and public clouds. The Service Offering provides comprehensive network visibility and granular understanding of traffic flows between applications to enable cloud security planning and network troubleshooting. Best practices checks, as well as intuitive user interface and search capabilities, simplify monitoring and administration of a customer’s network traffic, making it easier for cloud administrators to manage and troubleshoot cloud deployments at scale.

1.2 Service Specific Terms

For customers using Network Insight with public cloud accounts, accessing network flow information may incur additional bandwidth usage and therefore result in additional expenses, which will be billed to the customer by the cloud provider.

1.3 Additional Information

Technical Documentation

Online help outlining key concepts, and technical documentation for the Service Offering is available through the VMware Cloud™ services website (<https://cloud.vmware.com>).

Legal Terms

Use of the Service Offering is subject to the Terms of Service located through the link at <https://www.vmware.com/download/eula.html>.

The Service Offering collects data directly from the machines and/or devices involved in the delivery or receipt of the Service Offering, such as configuration, performance, usage and consumption data, for the purposes of improving VMware products and services, and your and your users’ experiences. 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 the [VMware Privacy Notice](#).

2. Support

The Service Offering includes support for problems related to your account and the Service Offering’s availability and features. Support may be provided from both U.S. and non-U.S. locations.

3. Business Operations

3.1 Ordering and Fees

The Service Offering is provided on an on-demand basis, or as 1-year and 3-year committed subscriptions. The committed subscriptions are payable in full, up-front. Customers pay for the on-demand version based on hourly consumption; there is no minimum fee. Customers using the on-demand version of the Service Offering are billed monthly, in arrears, for their usage. If

you monitor more resources than your committed entitlement covers, you will be billed at standard on-demand rates, monthly, in arrears, for those additional resources. Fees are based on the number of CPUs monitored.

3.2 Suspension

If your VMware cloud account is suspended by VMware for delinquent payment or any other reason as provided in the Terms of Service, VMware may restrict access to all VMware cloud service offerings for all of your users until the issues are resolved. VMware will retain your account instances with configurations and data intact until the issue is resolved or your use of the Service Offering is terminated. Re-enablement of your account will be initiated immediately upon resolution of the issues that led to suspension; access to the Service Offering and traffic across IP addresses will be restored.

3.3 Termination

Your Service Offering environments, configurations and the data collected by the Service Offering specific to workload and network flows will be deleted from our systems (including our backup systems) within 90 days after you stop using the Service Offering or your VMware cloud account is terminated. We do retain anonymized and hashed data. The Service Offering is not intended to or configured to accept any Prohibited Data.