



PRODUCT GUIDE

I. INTRODUCTION

This Product Guide (“**Guide**”) summarizes Pivotal’s commercial software and support offerings as of June 10th, 2020.

II. TERMS APPLICABLE TO PIVOTAL SOFTWARE

Pivotal Software is licensed by VMware, Inc. or its affiliates (which may include local Pivotal subsidiaries) (“**Pivotal**”) set forth in a EULA (defined below) to either (a) Licensees (defined below) who order directly from Pivotal under a signed agreement referencing this Guide or end-user license agreement between Pivotal and the individual or entity entitled to license the Software (“**Direct End-Users**”); or (b) authorized channel partners or organizations that resell the Software directly, or through additional tiers of resellers, to the individual or entity licensed to use of the Software (“**Indirect End-Users**”) (either such agreement in (a) or (b) referred to herein as “**EULA**”). Direct End-Users and Indirect End Users are referred to as “**Licensee**”.

The Guide shall supersede and control over any conflicting or additional terms of any EULA, order document, acknowledgment or confirmation, or other document issued by Licensee, unless Pivotal executes a separate written agreement with such Licensee expressly indicating that: (a) such document shall modify the Guide; or (b) the terms of such document shall supersede and control in the event of any inconsistency. The Guide incorporates by reference the terms of Pivotal’s End User License Agreement at https://network.pivotal.io/pivotal_software_eula, or a signed agreement between Pivotal and the Licensee, for Software. Software can be licensed (a) on a Subscription basis for 1, 2 or 3-year periods or (b) perpetually and, in either case, must be specified in the applicable Order. Unless otherwise specified in an Order or governing agreement, Subscription Software is non-cancelable and non-refundable. Licensee must pay for all Software they use. At the end of the Subscription Period, Licensee may have the option to renew a Subscription License. If Licensee renews Subscription Licenses, Licensee agrees that there shall be no gap between the end date of the expiring Subscription Period and the start date of the renewal Subscription Period. Pivotal reserves the right to suspend or reduce Licensee’s Support Services (including Licensee’s access to upgrades) if Licensee is in breach of the terms of the associated Order or Quote (including for non-payment of Fees or non-compliance with licensing requirements) until the breach is remedied. Pivotal will reinstate such rights upon remediation. Capitalized terms used in this Guide are defined herein or in the EULA.

III. EVALUATION SOFTWARE AND BETA COMPONENTS

If Licensee licenses Evaluation Software, Beta Components, or both, then such Evaluation Software and Beta Components are licensed by Pivotal to Licensee on a non-exclusive, non-transferable basis, without any right to sublicense, up to the maximum licensed capacity during the Evaluation Period, in the Territory, subject to the Guide, only for Licensee’s internal business operations in a non-production environment. Notwithstanding any other provision in this Agreement, Evaluation Software and Beta Components are provided “AS-IS” without indemnification, support, or warranty of any kind, expressed or implied. All such licenses expire at the end of the Evaluation Period.

IV. END OF AVAILABILITY

Pivotal may, at its discretion, retire Software and/or Support Services from time to time. A product has reached its End of Availability when it is no longer available for purchase from Pivotal and no longer appears on Pivotal’s then-current Product Guide (“**End of Availability**”). Notwithstanding End of Availability, Pivotal shall provide Support Services per the Support Lifecycle Policy at: https://www.pivotal.io/support/lifecycle_policy.



V. SOFTWARE DOWNLOADS

Subject to the EULA, Software may be downloaded from <https://network.pivotal.io> and other pivotal.io sites. OSS for the Support-Only Offerings set forth in Section X herein may be downloaded from maven.apache.org, gradle.org, redis.io, rabbitmq.com, hortonworks.com, and nuget.org.

VI. PIVOTAL SUPPORT TERMS

Support entitlements for Software and Support Subscriptions for Third Party Products are described at <https://support.pivotal.io>. OSS Support is described at <https://pivotal.io/support/oss>.

VII. DEFINED TERMS

TERM	DEFINITION
Active Collaborator	A read-write member of any project in the PIVOTAL TRACKER ENTERPRISE SAAS account, or a user of PIVOTAL CONCOURSE, who has signed in within the previous 60 days. Licensees set the number of Active Collaborators at time of initial subscription or renewal. Licensees will not be charged for incremental users within the billing period.
Application Instance (“AI”)	A single process running on a single VM within the Foundation or PWS. [Note: consumption is based on the maximum concurrent use during the Subscription Period and is inclusive of Tasks.]
Beta Component	A Software component not yet generally available but included in the Software.
BOSH	A tool used to package, deploy, and manage cloud software.
BOSH Director	The server within BOSH.
Disaster Recovery (“DR”) Environment	An environment enabling recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster: <ul style="list-style-type: none">• A “Hot DR site” replicates Licensee’s production environment in a data center and allows for an immediate cutover in case of disaster. Licenses for a Hot DR site count towards full-production licenses.• A “Cold DR site” (also known as “passive environment”) is data center space, power, and network connectivity available whenever Licensees might need it. Licenses for a Cold DR site only count towards full-production licenses in the event of a disaster, and the original site is decommissioned.
Configuration	Select functional software components that are interconnected, set up, and sold to operate together.
Container	A stand-alone, executable package of software code and the related runtimes, system tools, system libraries, and settings needed to run the code.
Core	A Core is defined based on the environment in which the Software operates: <ul style="list-style-type: none">• In a physical computing environment, a Core is a single physical computational unit of the Processor.



	<ul style="list-style-type: none"> In a virtualized or hypervisor (VM) computing environment, a Core is a single physical computational unit of the Processor which may be presented as one or more vCPUs. In a public cloud computing environment, a Core is defined as a single physical computational unit of the Processor, which may be presented as one or more vCPUs, but may be named differently by the public cloud vendors, e.g., Amazon Web Services defines Core as “vCPU”, Microsoft Azure defines Core as “Core” or “vCPU”, Google Cloud Platform defines Core as “Virtual CPU”, and Heroku defines Core as “Compute”.
Evaluation Period	90 days starting from initial delivery of the Evaluation Software or Beta Components.
Evaluation Software	Software made available for the Evaluation Period at no charge, for Licensee’s evaluation purposes only, either subject to a signed Order, or where Licensee has not signed a Quote.
Foundation	A single BOSH Director and set of all VMs managed by the BOSH Director.
Gigabyte	A unit of measure of computer storage capacity that is 2 to the 30th power (2^{30} bytes) or approximately a billion bytes.
High-Availability (“HA”)	Deployment of Software at multiple sites, supporting active user activity, with the intent that operations continue uninterrupted even in the case of failure at 1 or more sites. Licenses needed for a HA environment count towards full-production licenses.
Hyperthread	A technology by which a single physical core is shared between 2 logical cores. [Note: Hyperthreads are not considered Cores. Pivotal recognizes 2 Hyperthreads as 1 Core.]
Node	Each motherboard on a laptop, desktop, or server, except for a stand-alone 2 CPU rack server consisting of 2 or less motherboards.
Non-Production Environment	A test environment, development environment, or other environment not used by end users for business or other operations. All programs used in the Non-Production Environment must be licensed under the appropriate EULA.
Pivotal Web Services (“PWS”)	An instance of Cloud Foundry deployed and operated by Pivotal. Licensees may choose to use some portion of VMWARE TANZU related licenses that are supported in Pivotal Web Services (subject to certain inclusions and restrictions).
Pod	One or more Containers representing a single deployable unit of workload. A Pod’s contents are always co-located and co-scheduled, and run in a shared context. [Note: consumption is based on the maximum concurrent use during the Subscription Period.]
Processor	A single, physical chip that houses a CPU that can execute computer programs.
Production Environment	An environment used for business or other operations including HA and DR environments. All Software used in the Production Environment must be licensed



	under the appropriate EULA. Cold DR environments do not count towards the license until the original site is decommissioned.
Required Software	Software that is licensed separately but required to use, run, or operate other Software.
Server	A hardware system capable of running the Software. A hardware partition or blade is considered a separate hardware system.
Server Side	Operations performed by the Server in a client-server relationship.
Service Broker	An application that implements the Cloud Foundry Service Broker API. Service Brokers advertise a catalog of service offerings and plans, and interpret service lifecycle calls such as provision (create), bind, unbind, and de-provision (delete).
Service Instance ("SI")	A single, unique Configuration of a service (such as a database or other software or middleware) within a Foundation that utilizes resources (such as CPU, Cores, VMs, memory, messaging, development, and/or data storage) within the same or another licensed Foundation. [Note: consumption is based on the maximum concurrent use during the Subscription Period.]
Service Worker	An application that provisions or de-provisions SIs on behalf of the Service Broker.
Task	A single process running on a single Container within the Foundation or PWS. Tasks run for a finite amount of time, then stop.
Terabyte	A unit of measure of computer storage capacity that is 2 to the 40th power (2^{40} bytes) or approximately a trillion bytes.
Third Party Software	Computer programs made available for resale by Pivotal, but for which Licensee obtains a license from a third party, as set forth in Section XI.
Underlying Technology	RABBITMQ FOR VMWARE TANZU, REDIS FOR VMWARE TANZU, and MYSQL FOR VMWARE TANZU when used to build Software, also available for purchase separately.
Unit of Measure ("UOM")	Pricing metric under which the Software is being licensed.
vCPU	A unit of virtual processing power configured to a VM.
Virtual Machine ("VM")	A software container that can run its own operating system and execute applications, just as a physical computer does.

VII. PIVOTAL SOFTWARE TERMS AND CONDITIONS OF USE

PLATFORMS AND BUNDLED SUITE OFFERINGS			
OFFERING	UOM	INCLUSIONS/RESTRICTIONS	REQUIRED SOFTWARE
OPERATIONS MANAGER A web application used to deploy and manage Cloud Foundry.	Foundation	<ul style="list-style-type: none"> • OPERATIONS MANAGER - each running OPERATIONS MANAGER instance counts towards the number of licensed Foundations • PLATFORM AUTOMATION TOOLS includes 5 Concourse users and 1 Operations Manager Foundation solely for the purpose of Platform Automation • • BACKUP AND RESTORE • APP METRICS • METRIC STORE <ul style="list-style-type: none"> • Up to 6 weeks of storage • HEALTHWATCH • EVENT ALERTS • VMWARE TANZU Infrastructure Service Brokers <ul style="list-style-type: none"> • VMWARE TANZU Service Broker for AWS • Azure Service Broker for VMWARE TANZU • GCP Service Broker for VMWARE TANZU • Underlying Technology used to build OPERATIONS MANAGER and sub-components is included, but does not count towards the number of licensed Foundations 	VMWARE TANZU APPLICATION SERVICE FOR VMS or TKG
VMWARE TANZU APPLICATION SERVICE FOR VMS® ("TAS") A VMWARE TANZU application environment provisioned by OPERATIONS MANAGER, where AIs are hosted.	Application Instance	<ul style="list-style-type: none"> • VMWARE TANZU APPLICATION SERVICE FOR VMS • VMWARE TANZU APPLICATION SERVICE FOR VMS FOR WINDOWS® • PIVOTAL tc SERVER <ul style="list-style-type: none"> • Each standalone PIVOTAL tc SERVER instance running outside the Foundation counts as 1 AI towards the number of licensed AIs • OSS Support for Apache Tomcat • OSS Support for Spring, including: <ul style="list-style-type: none"> • Spring.io 	OPERATIONS MANAGER



<p>Licensees push applications and horizontally scale them to the requested number of Als.</p> <p>A single user can have multiple applications and an application is often composed of many Als.</p>		<ul style="list-style-type: none"> • Spring Cloud Data Flow (incl. Flo for Spring Cloud Data Flow) • Spring Tool Suite • Reactor <p><i>Both production and development use cases are supported</i></p> <ul style="list-style-type: none"> • ISOLATION SEGMENT • SPRING CLOUD SERVICES FOR VMWARE TANZU <ul style="list-style-type: none"> • OSS Support for Steeltoe • The Als for all microservices built by Licensees and Als needed to run SPRING CLOUD SERVICES FOR VMWARE TANZU count towards the number of licensed Als • The Als used to run the Service Broker and Service Worker do not count towards the number of licensed Als • SPRING CLOUD DATA FLOW FOR VMWARE TANZU <ul style="list-style-type: none"> • The Als for all microservices deployed by SPRING CLOUD DATA FLOW FOR VMWARE TANZU for data pipelines and tasks count towards the number of licensed Als • The Als used to run the Data Flow Server, Data Flow Metrics, and Skipper do not count towards the number of licensed Als • SINGLE SIGN-ON (does not count towards the number of licensed Als) • APP AUTOSCALER • CREDHUB SERVICE BROKER • SCHEDULER • Add-ons for VMWARE TANZU <ul style="list-style-type: none"> • IPsec • FILE INTEGRITY MONITORING • ANTI-VIRUS • COMPLIANCE SCANNER • Entitlement to push Als in a PWS account, up to the licensed limit and subject to the PWS Terms of Service located at https://run.pivotal.io/policies/terms-of-service/ <ul style="list-style-type: none"> • The average memory per pushed AI shall not exceed 4GB, with a 	
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		<p>maximum of 400 GB total memory consumed</p> <ul style="list-style-type: none"> Underlying Technology used to build VMWARE TANZU APPLICATION SERVICE FOR VMS and sub-components is included, but does not count towards the number of licensed AIs 	
TANZU DATA SERVICES PACK®	Core	<p>VMWARE TANZU RABBITMQ:</p> <ul style="list-style-type: none"> Can be deployed as VMWARE TANZU RABBITMQ [VMs], VMWARE TANZU RABBITMQ [K8s] <p>VMWARE TANZU GEMFIRE:</p> <ul style="list-style-type: none"> Can be deployed as VMWARE TANZU GEMFIRE [VMs], VMWARE TANZU GEMFIRE [K8s] <p>VMWARE TANZU SQL:</p> <ul style="list-style-type: none"> Can be deployed as VMWARE TANZU SQL (MYSQL) [VMs], VMWARE TANZU SQL (MYSQL) [K8s], VMWARE TANZU SQL (POSTGRES) [VMs], VMWARE TANZU SQL (POSTGRES) [K8s] 	VMWARE TANZU APPLICATION SERVICE FOR VMS or TKG
<p>TANZU KUBERNETES GRID INTEGRATED EDITION®</p> <p>A container orchestration service that integrates with VMware's NSX-T.</p>	Pod; Core	<ul style="list-style-type: none"> TANZU KUBERNETES GRID INTEGRATED EDITION TANZU KUBERNETES GRID, subject to VMware's end user license agreement at www.vmware.com/download/eula VMWARE NSX-T, subject to VMware's end user license agreement at www.vmware.com/download/eula VMWARE HARBOR CONTAINER REGISTRY FOR VMWARE TANZU, subject to VMware's end user license agreement at www.vmware.com/download/eula Entitlement to use up to one OPERATIONS MANAGER Foundation per Licensee for the sole purpose of managing PKS Pods 	
TANZU KUBERNETES GRID®	Pod; Core	<ul style="list-style-type: none"> TANZU KUBERNETES GRID, subject to VMware's end user license agreement at www.vmware.com/download/eula VMWARE HARBOR CONTAINER REGISTRY, subject to VMware's end 	



		user license agreement at www.vmware.com/download/eula	
VMWARE SPRING RUNTIME®	Pod; Core	<p>The following products can be run concurrently up to the total licensed number of Pods or Cores:</p> <ul style="list-style-type: none"> • VMware Distribution of OpenJDK • PIVOTAL tc SERVER • OSS Support for Apache Tomcat • OSS Support for Spring including: <ul style="list-style-type: none"> • Spring.io • Spring Cloud Data Flow (including Flo for Spring Cloud Data Flow) • Spring Tool Suite • Reactor <p><i>Both production and development use cases are supported</i></p>	

INDIVIDUAL SOFTWARE OFFERINGS			
OFFERING	UOM	INCLUSIONS/RESTRICTIONS	REQUIRED SOFTWARE
VMWARE TANZU RABBITMQ®	Core	<p>VMWARE TANZU RABBITMQ:</p> <ul style="list-style-type: none"> • Can be deployed as VMWARE TANZU RABBITMQ [VMs], VMWARE TANZU RABBITMQ [K8s], VMWARE TANZU RABBITMQ, OSS Support for RABBITMQ 	
VMWARE TANZU SQL®	Core	<p>VMWARE TANZU SQL:</p> <ul style="list-style-type: none"> • Can be deployed as VMWARE TANZU SQL (MYSQL) [VMs], VMWARE TANZU SQL (MYSQL) [K8s], VMWARE TANZU SQL (POSTGRES) [VMs], VMWARE TANZU SQL (POSTGRES) [K8s] 	
VMWARE TANZU GEMFIRE®	Core	<p>VMWARE TANZU GEMFIRE:</p> <ul style="list-style-type: none"> • Can be deployed as VMWARE TANZU GEMFIRE [VMs], VMWARE TANZU GEMFIRE [K8s] 	
VMWARE TANZU GREENPLUM®	Core	<p>VMWARE TANZU GREENPLUM:</p> <ul style="list-style-type: none"> • Can be deployed as VMWARE TANZU GREENPLUM [K8s], 	



		VMWARE TANZU GREENPLUM [VMs]	
VMWARE TANZU CONCOURSE®	Service Instance	<ul style="list-style-type: none"> • CONCOURSE FOR VMWARE TANZU • Up to 5 Active Collaborators of CONCOURSE FOR VMWARE TANZU count as one (1) SI towards the number of licensed Sis 	VMWARE TANZU APPLICATION SERVICE FOR VMS and/or TKG
TANZU MISSION CONTROL® A centralized management platform for consistently operating and securing your Kubernetes infrastructure and modern applications across teams and clouds.	Core	<ul style="list-style-type: none"> • TANZU MISSION CONTROL, subject to VMware's Terms of Service available at www.vmware.com/download/eula 	

VIII. SOFTWARE AS A SERVICE

Pivotal offers the following Software as a hosted subscription.

OFFERING	UOM	INCLUSIONS/RESTRICTIONS	REQUIRED SOFTWARE
PIVOTAL TRACKER® ENTERPRISE SAAS A SaaS project management tool that facilitates efficient collaboration across the enterprise.	Active Collaborator		
PIVOTAL UPGRADE PLANNER®	Active Collaborator		



A tool that helps field teams and customers plan platform upgrades.			
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X. THIRD PARTY SOFTWARE

Pivotal offers for resale and/or evaluation the following Third Party Software, which is sold or made available separately from the Software as a convenience to Licensees. Third Party Software is subject to the license terms and conditions available from such Third Party licensor and is not governed by the EULA.

OFFERING	AVAILABLE FOR	INCLUSIONS/RESTRICTIONS	REQUIRED SOFTWARE
VMWARE NSX-T CONTAINER PLUG-IN®	Sale	VMWARE NSX-T CONTAINER PLUG-IN is sold per AI and subject to VMware's end user license agreement at www.vmware.com/download/eula	PIVOTAL OPERATIONS MANAGER and VMWARE TANZU APPLICATION SERVICE FOR VMS