To: VMware Carbon Black Customers  
From: Patrick Morley, GM, VMware Security Business Unit  
Date: March 20, 2020  
Re: VMware Carbon Black Temporary Suspension of Endpoint Limits

As a result of the COVID-19 crisis, and related directives from government and health authorities, many companies are advising or even requiring their employees to employ social distancing strategies and work from home. VMware Carbon Black recognizes the extraordinary endpoint security demands this has placed on our customers.

Accordingly, we want to allow our customers to immediately protect all of their endpoints at this extraordinary moment of crisis without having to worry about which endpoints are more critical than others, or even about the limits of their current subscribed capacity. Therefore, VMware Carbon Black is authorizing our current active customers to use their subscribed VMware Carbon Black products beyond their current endpoint subscription limits during the time period from March 20, 2020 to June 20, 2020. This offer applies to active subscriptions to the following VMware Carbon Black products: Carbon Black Cloud products (Endpoint Standard, Advanced, and Enterprise, Audit and Remediation, and Enterprise EDR), and VMware Carbon Black on-premise software products (VMware Carbon Black On-Premise EDR and VMware Carbon Black App Control).

This offer is subject to the provisions of your end user agreement with VMware Carbon Black, and following June 20, 2020, VMware Carbon Black will again start to enforce subscription limits. The full program details are shown on the following page.

If you have any questions about this offer please reach out to your VMware Carbon Black account representative, and they will assist you in whatever way they can.

Sincerely,

Patrick Morley  
GM
Program Rules:

1. This offer is subject to the provisions of customer’s end user subscription agreement with VMware Carbon Black.

2. This offer is available to only to existing VMware Carbon Black customers with an active subscription during the program period of March 20, 2020 to June 20, 2020 (the “Program Period”).

3. This offer applies to the following VMware Carbon Black products for which a customer has an active subscription during the program Period:
   - VMware Carbon Black Cloud Endpoint Standard (formerly “CB Defense”)
   - VMware Carbon Black Cloud Endpoint Advanced
   - VMware Carbon Black Cloud Endpoint Enterprise
   - VMware Carbon Black Cloud Audit and Remediation (formerly “CB LiveOps”)
   - VMware Carbon Black Cloud Enterprise EDR (formerly “CB ThreatHunter”)
   - VMware Carbon Black On-Premise EDR (formerly “CB Response”, but excluding VMware Carbon Black Hosted EDR, formerly “Cb Response Cloud”)
   - VMware Carbon Black Cloud App Control (formerly “CB Protection”)

4. A customer’s existing subscription term expiration dates are not changed by this offer, and any renewals that come due during the Program Period must be renewed by customer in a timely manner.

5. Customers will not be issued a quote or other statement of entitlement for the free additional endpoint capacity during the Program Period.

6. This offer does not grant to customers the right to use any additional products for which customer does not already have an active subscription.

7. Following the expiration of the Program Period, customer’s ability to utilize the additional endpoint capacity shall immediately expire, unless customer has placed an order with VMware Carbon Black to cover such ongoing additional endpoint capacity.