CloudShare Billing/Consumption Metrics

Please refer to your CloudShare SaaS Agreement to determine which metrics apply to you. Not all customers use all metrics described below.

User Days or Hours and types of users:

Your CloudShare agreement may include allotments of consumption based "User Days", and may further define them as "Project Member Days," "Project Member Hours," "Instructor Days," "Instructor Hours," "IT Days," "IT Hours," "Administrator Days," "End User Days," "Trainer Days," "Student Days," "Vendor Days," or "Customer Days," These "Days" are calculated by totaling the distinct users distinct days. There are a few activity types that are not counted as identified below. Days are calendar days, starting at midnight in the specific configured time zone; where there is a class, the class time zone will be used. Hours are based on time actually elapsed with any portion of an hour during a session counting as an hour. Example of users who have launched or accessed CloudShare virtual machines and will incur days or hours:

- An administrator, sales engineer or trainer accesses a running environment and does not share it to a student or other end user. Since this user launched the CloudShare virtual machine, the total would be one distinct user on one day, or one User Day.
- A user joins another user in the same CloudShare virtual machine. Since both users have accessed CloudShare virtual machines for one day each, the total would be two distinct users on one day, or two User Days.
- A user launches an environment for automated testing but never accesses the machine directly. Since the user launched the CloudShare virtual machine, the total would be one distinct user on one day, or one User Day.
- A student or demo recipient logs into a machine launched via the CloudShare API on a website portal. Since the user launched the CloudShare virtual machine, the total would be one distinct user on one day, or one User Day.

Activities that do not count as User Days or hours:
- A user who edits an environment policy, checks on their subscription, or assigns new users without launching or accessing any CloudShare virtual machines has not consumed a User Day.
- A user who is sent an external invitation, but who does not launch or access a CloudShare virtual machine has not consumed a User Day.

Types of Users. Your CloudShare agreement may distinguish between users who are "Project Member," "Instructor," "IT", "Administrators," "End Users," "Trainers," and "Students", or "Vendors" and "Customers." Project Members, Instructors, IT, Administrators, Trainers and Vendors are "CloudShare users" who have access rights allowing them to create environments, control policies or invite others to environments or classes. These privileges are not granted to End Users or Students. End Users, Students, or Customers are external users who can access CloudShare only by accepting a classroom invitation or end user invitations. They cannot create

environments without such an invitation, and cannot alter their environment policies or invite new users to CloudShare.

Equipment usage-based metrics

Monthly Disk Peak. CloudShare samples every 10 minutes for all usage in 1 TB increments. Samples are of disk usage and include environments, snapshots, and cloud folders and the highest peak in the calendar month is used.

RAM GB hours and Disk GB hours.   CloudShare samples disk/RAM usage every 10 minutes and uses the sample to project usage for the full 10 minutes. As an example, if an environment is using 100GB in each of the 6 hourly samples and runs for an hour, it will count as 100 RAM GB-Hours. If the same environment is running 30 minutes it will count as 50 RAM GB-Hours. The smallest increment CloudShare will count is 10 minutes.

BI/Analytics license
This is not a measured metric; customers who bought a license are not subject to any usage limitations in conjunction with their use of CloudShare's service. The BI/Analytics license is only for use with CloudShare's service.

Standby RAM GB Hours and Standby Disk GB Hours
CloudShare samples classes and bills for standby RAM/Disk GB Hours for environments CloudShare prepared in accordance with customer instructions to be available a specified time before commencement of the class through the start of use of the environment during the class.

External Cloud
Where CloudShare is using a public cloud rather than its own equipment it marks up the public cloud pricing by a stated percentage to cover administrative costs.

Standard Support Fees
CloudShare does not include support in the stated rates; Support is 20% of the pre-paid fees. On-demand rates are higher than pre-paid rates and are inclusive of support costs.