

# OMNISSA PRODUCT GUIDE

July 2026

## 1. TERMS APPLICABLE TO ALL PRODUCTS

The terms set forth in this Omnissa Product Guide (“**Product Guide**”) apply to Omnissa Software that Customer licenses under the Omnissa General Terms (“**General Terms**”) and the Software Exhibit to the General Terms (“**Software Exhibit**”), available at <https://omnissa.com/legal-center/>. Terms governing use of Third-Party Offerings are found on the applicable third-party websites, as noted in section 3 (Third-Party Offerings) below. Omnissa Software may include Embedded Third-Party Components, which may be subject to additional terms from Omnissa’s licensors (see section 4 (Embedded Third-Party Components) below).

### 1.1 Definitions

Terms not defined below or in the individual entries in Section 2 of this Product Guide have the same meanings as set forth in the Omnissa General Terms, the Exhibits, the Guides, or other documents found at <https://omnissa.com/legal-center/>.

“**Active Connection**” means any connections to Powered-On Desktop Virtual Machines, Terminal Services Sessions, and physical computers.

“**Commercial Use**” means any internal business use or any use of the Software by Customer in the functions of Customer’s employment.

“**Concurrent Users**” means the total number of Users accessing or using the Software at any given time to maintain an Active Connection, including active and idle session states, to their desktop through each endpoint device.

“**Container**” means a standalone, executable package of software code and the related runtimes, system tools, system libraries, and settings needed to run the code.

“**Desktop Virtual Machine**” is a hosted Virtual Machine with one of the following operating systems (as detailed in the Documentation or product pages for specific versions of the Software): Microsoft Windows Vista, Microsoft Windows 7, Microsoft Windows 8, Microsoft Windows 10, Windows 11, Microsoft Windows Server, or Linux.

“**Documentation**” means that documentation that is generally provided to Customer by Omnissa with the Software, as that documentation is revised by Omnissa from time to time, and which may include end user manuals, operation instructions, installation guides, release notes, and on-line help files regarding the use of the Software.

“**Guest Operating Systems**” means instances of third-party operating systems licensed by Customer, installed in a Virtual Machine, and run using the Software.

“**Instance**” means a single installation of the Software on a physical server or on a Virtual Machine.

“**Minor**” means children or adolescents below the age of majority under applicable law.

“**Named User**” means Customer’s single designated human User.

“**Powered-On Desktop Virtual Machine**” means a Desktop Virtual Machine receiving a remote connection from a device or running locally on a device.

“**Server**” means a hardware system capable of running the server software. A hardware partition or blade is considered a separate hardware system.

“**Sub-processor**” means third parties or Omnissa affiliates that Omnissa engages to process Personal Data on its behalf.

“**Terminal Services Session**” means a Microsoft Windows terminal services session running a valid Microsoft Windows license.

**“Virtual CPU”** or **“vCPU”** means a single unit of virtual processing power configured to a Virtual Machine.

**“Virtual Machine”** means a software container that can run its own operating system and execute applications like a physical machine.

## 1.2 Applicable Version of the Product Guide

The version of the Product Guide published at <https://omnissa.com/legal-center/> on the date that Omnissa accepts the applicable Order for Software applies to the version of Software in the Order. Omnissa may provide updates/updated releases of the Software through Support Services. If Customer installs an updated release of the Software, then the version of the Product Guide published at <https://omnissa.com/legal-center/> on the date that the release is installed applies to that release.

## 1.3 Territory Restrictions

For deployments of Software on maritime vessels, the country where the vessel’s home port is located is recognized as the Territory for which the Software is licensed. Global deployment rights are not required for deployments of Software on maritime vessels where the Software is operating under normal conditions.

For all Software described in Section 2 of this Product Guide, the territorial restrictions in the Agreement do not apply to any component of the Software that is installed on a “Mobile Device”. As used in this section 1.3, a “Mobile Device” means laptops and mobile devices, including but not limited to mobile phones, smartphones, tablet computers and similar mobile computing devices, personal digital assistants, enterprise digital assistants, ruggedized devices, and any similar or similarly functioning mobile electronic devices, whether owned by Customer or by Customer’s authorized individual users.

For all Software that Customer receives that is incidental to Customer’s use of an Omnissa Cloud Service Offering and which must be installed in Customer’s on-premises environment to enable Customer to use that Offering, the territorial restrictions in the Agreement do not apply.

## 1.4 Data Processing, Collection, and Usage

Omnissa Software may allow Customer’s organization to share technical data about its use of the Software and its environment with Omnissa for purposes such as improving the product and the customer experience, as more specifically described in Omnissa’s Trust Center at <https://omnissa.com/trust-center>. With respect to user-entered values within configuration object names (such as the machine names, host names or dashboard names) Customer should not name those systems using Confidential Information or Personal Data. 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 Omnissa Products and Services Notice available at: <https://www.omnissa.com/omnissa-products-services-privacy-notice/>.

In connection with the provision of certain Omnissa Software, Omnissa may use Sub-processors to process Personal Data on its behalf, in which case the Data Protection Addendum will apply. Omnissa has adequate data transfer mechanisms in place with each Sub-processor as set forth in the Data Processing Addendum.

Omnissa Software is general-purpose, business-to-business software with no features or functionality directed at or tailored for Minors. It does not include built-in age assurance, parental consent, or Minor-specific access control mechanisms. Customer controls access to and configuration of the Omnissa Software and is responsible for compliance with all applicable laws and

regulations relating to the protection of Minors, including implementing and maintaining appropriate age-gating, age-verification, parental consent, and access control mechanisms designed to prevent unauthorized or unlawful access by Minors.

### 1.5 Migration from Perpetual to Term

Customers that migrate from legacy Perpetual Licenses to Subscription Software licenses are not required to immediately change their license keys. Customers can continue to use the existing license keys associated with the Perpetual Licenses until they upgrade to a newer version of the Subscription Software. Once the customer upgrades, they may not download/install upgrades or updates for the Perpetual Licenses and may no longer use support services associated with the Perpetual Licenses (including by submitting support tickets). Notwithstanding the foregoing, if a customer is migrating from legacy VMware vSphere Perpetual Licenses to VMware vSphere Foundation for VDI (“VVF for VDI”) licenses, the customer must upgrade the license keys previously associated with the VMware vSphere Perpetual Licenses immediately upon the effective date of the Order for VVF for VDI licenses to receive support for those licenses.

### 1.6 Supported Versions

Omnissa requires Customer to be on supported versions of a product to maintain the functional integrity, compliance, and security posture of the product. Supported versions of the products are eligible for continued support and availability and to receive critical security and application updates on an ongoing basis.

Customers that are not compliant with the [Omnissa Lifecycle Matrix](#) will be required to come into compliance (i.e., upgrade or migrate) for continued availability, functional integrity, and support from Omnissa.

Omnissa will provide at least six months’ notice prior to a product becoming unavailable (end of General Availability) or going out of support (end of General Support).

If any Third-Party Offering (hardware or software) used in connection with an Omnissa offering is no longer offered or supported by the third-party provider, Omnissa cannot commit to supporting interoperability for that Third-Party Offering with the Omnissa offering.

Omnissa may from time to time require action from customers in connection with an update, upgrade, or migration - for instance, with respect to product offerings used in combination with a Cloud Service. Customers will be notified of this requirement at least 90 days in advance and must complete the required actions within the timeframe that has been communicated (which will be not less than 90 days) for continued availability, functional integrity, and support from Omnissa.

Customers are also subject to Omnissa’s processes regarding critical updates for security or legal compliance, which may be implemented with minimal or no advance notice.

## 2. DESKTOP AND END USER COMPUTING

### 2.1 Omnissa Workspace ONE

#### Definitions

**“Device”** means any client hardware that enables installing and running of the Software on that client hardware.

#### General License Notes

In addition to the license notes in this Product Guide that apply to each component of Omnissa Workspace ONE, if Customer purchases a license to Omnissa Workspace ONE the following terms apply to all components of the Omnissa Workspace ONE bundle:

Customer may use the Software for up to the number of Named Users or Devices for which Customer has paid the applicable license fees. For each Named User, Customer may allow the Software to be installed and used on up to five (5) Devices by that Named User. Each Named User may also access the Software (or part of it) using web-only access, which will not constitute use of a Device by that Named User.

If Customer licenses the Software on a per-Device basis, Customer cannot use the Software to access the Omnissa Workspace ONE web-based portal. Software licensed on a per-Device basis can only be used on devices being managed by Workspace ONE.

#### Hosting Services

Customer may (if it is qualified to do so) be able to purchase the Workspace ONE Perpetual Hosting Service or Managed Hosting Service as an add-on to its Omnissa Workspace ONE software licenses. The Perpetual Hosting Service and the Managed Hosting Service enable use of certain components of the Software in a production environment via Internet-based consoles. Customer must have an active Support Services contract for the Software in order to purchase and use either the Perpetual Hosting Service or the Managed Hosting Service. If Customer purchases the Perpetual Hosting Service or the Managed Hosting Service, Customer’s use of those cloud services is governed by the Cloud Services Exhibit.

If Customer is using its Workspace ONE Software license with the Perpetual Hosting Service or the Managed Hosting Service, Customer may not simultaneously deploy that same Software license in another environment. If Customer stops using the Perpetual Hosting Service or the Managed Hosting Service and subsequently deploys the Workspace ONE Software in Customer’s on-premises environment, then the applicable license agreement and this Product Guide will apply to Customer’s use of the Software in the Customer’s on-premises environment.

#### Specific License Notes

In addition to the general license notes above, if Customer purchases a license to Omnissa Workspace ONE, the following terms apply:

Each edition of Omnissa Workspace ONE includes entitlements to use different functionality and included features. Customer may only use the functionality for the edition of the Omnissa Workspace ONE software that Customer has licensed.

#### Migration from Omnissa Unified Endpoint Management to Omnissa Workspace ONE

Customer may migrate or convert its license for Omnissa Unified Endpoint Management to a license for Omnissa Workspace ONE if Customer has received a migration offering or received an Omnissa

Workspace ONE product entitlement. The following terms apply to Customer's migration from Omnissa Unified Endpoint Management to Omnissa Workspace ONE:

Customer's use of Omnissa Workspace ONE (including the applicable Unified Endpoint Management functionality Customer already uses) is subject to the Agreement; any legacy AirWatch terms governing that functionality will no longer apply.

Customer is licensed to use Omnissa Workspace ONE for up to the same number of Named Users or Devices for which Customer has paid the applicable Unified Endpoint Management license fees.

### **Omnissa Workspace ONE Application Access**

As part of Customer's license to Omnissa Workspace ONE Application Access, Customer is entitled to use Omnissa Workspace ONE Access. Customer may only use Workspace ONE Access with Omnissa Workspace ONE Application Access.

As part of Customer's license to Omnissa Workspace ONE Application Access, Customer is entitled to use functionality from Unified Endpoint Management software for the distribution of mobile applications. Customer may not use Unified Endpoint Management software for the management of mobile devices.

### **Omnissa Workspace ONE Standard and Omnissa Workspace ONE Advanced**

As part of Customer's license to Omnissa Workspace ONE Standard or Omnissa Workspace ONE Advanced, Customer is entitled to use functionality from Unified Endpoint Management software for up to the same number of Named Users or Devices for which Customer has paid the applicable license fees for Omnissa Workspace ONE Standard or Omnissa Workspace ONE Advanced, and subject to the functionality entitlements referred to above.

### **Omnissa Workspace ONE Enterprise Subscription**

As part of Customer's license to Omnissa Workspace ONE Enterprise Subscription, Customer is licensed to use Omnissa Horizon Apps Universal Subscription Edition for up to the same number of Named Users for which Customer has paid the applicable license fees for Omnissa Workspace ONE Enterprise Subscription and subject to the functionality entitlements referred to above. Customer may not use the following Omnissa Software included in the Omnissa Horizon Apps Advanced Edition bundle: Omnissa ThinApp Virtualization Packager.

### **Omnissa Workspace ONE Enterprise Perpetual**

As part of Customer's license to Omnissa Workspace ONE Enterprise Perpetual, Customer is licensed to use Omnissa Horizon Enterprise Edition for up to the same number of Named Users for which Customer has paid the applicable license fees for Omnissa Workspace ONE Enterprise Perpetual, and subject to the functionality entitlements referred to above.

## **2.2 Omnissa Unified Endpoint Management (UEM)**

### **Definitions**

**"Device"** means mobile device(s), including but not limited to mobile phone(s), smartphone(s), tablet computer(s) and computing device(s), personal digital assistant(s), enterprise digital assistant(s), ruggedized devices, and any similar or similarly functioning electronic devices, which may be monitored and managed by the UEM Software, whether owned by Customer or by Customer's Users.

**"Usage Data"** means aggregated technical data about Customer's use and Customer's Users' use of the UEM Software and Customer's Users' Devices, including but not limited to: Omnissa Workspace ONE account identification number; Device make and model; Device operating systems; operating

system versions; the total number of Devices running; the number of active Devices; dates and times of Omnissa Workspace ONE console logins; Device ownership type; application names, identifiers, versions, and whether the application is public or managed; database actions taken; external calls, HTTP requests, and browser load pages made by the Software; errors made by applications running in the UEM Software; and the amount of memory and CPU usage across the UEM Software.

## License Notes

If Customer licenses the UEM Software on a per-Device basis, Customer may use the UEM Software for up to the number of Devices specified in Customer's Order. Customer may transfer the UEM Software from Device to Device so long as Customer does not exceed the total number of Devices specified in Customer's Order. Customer may use the UEM Software to monitor the Devices from an unlimited number of computers.

If Customer licenses the UEM Software on a per-Named User basis, Customer may use the UEM Software for up to the number of Named Users for which Customer has paid the applicable license fees. Each Named User may have a maximum of five (5) Devices that are managed by Omnissa Workspace ONE or on which Omnissa Workspace ONE is installed.

**Evaluation License Period.** Notwithstanding anything to the contrary in the Agreement, if Customer is licensing the UEM Software for evaluation purposes, Customer's use of the UEM Software is only permitted for a period of 30 days.

**APN Certificate.** If Customer uses the Software to manage Devices running on operating systems developed and released by Apple Inc., Customer must obtain Customer's own Apple Push Notification services (APNs) Certificate from Apple Inc.

**Hosted Services.** Customer may purchase Omnissa Workspace ONE Hosted Services as an add-on to the UEM Software licenses. These services enable Omnissa to host, on Omnissa's servers and on Customer's behalf, the necessary Software to allow communication, control functions, or share content with Devices in a production environment via Internet-based consoles. Customer's use of Workspace ONE Hosted Services is governed by the Cloud Services Exhibit. If Customer's Order includes Workspace ONE Hosted Services, Omnissa will provide the services to Customer for the number of UEM Software licenses and for the hosted services period specified in the Order. If Customer is using a UEM Software license with Workspace ONE Hosted Services, Customer may not simultaneously deploy that same UEM Software license in another environment.

## License Notes for Workspace ONE Management Suites

In addition to the general license notes above and the license notes that apply to each Software component of a Workspace ONE Management Suite (except for the license metrics for those Software components), the following terms apply:

Each Workspace ONE Management Suite includes entitlements to use different functionality and inclusions. For the Workspace ONE Management Suite that Customer purchases licenses for, Customer may only use the functionality for that Workspace ONE Management Suite.

**Workspace ONE Management Suite for Rugged Devices.** Customer may only use the following functionality of the Workspace ONE Management Suite for Rugged Devices for which Customer has paid the applicable fees: Mobile Device Management, Container, Omnissa Workspace ONE Intelligent Hub App Catalog, and Omnissa Workspace ONE Assist.

**Omnissa Access.** Customer's license to use certain editions of the Workspace ONE Hosted Service includes an entitlement to use Omnissa Access Cloud. Any use of Omnissa Access Cloud by a Named User on a Device will constitute use of a Device for the purposes of the Workspace ONE Software license metric.

## 2.3 Omnissa Horizon Standard Edition / Omnissa Horizon Standard Term Edition

### License Notes

In addition to the license notes that apply to each Software component of Omnissa Horizon Standard Edition and Omnissa Horizon Standard Edition Add-on (except for the license metrics for those Software components), Customer may use each Software component of Omnissa Horizon Standard Edition or the Omnissa Horizon Standard Edition Add-on, as applicable, for up to the number of Concurrent Users for which Customer has paid the applicable license fees, except as described below:

#### ThinApp

Customer's license to Omnissa Horizon Standard Edition or the Omnissa Horizon Standard Edition Add-on, as applicable, includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Standard Edition for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User license fees for Omnissa Horizon Standard Edition or the Horizon Standard Edition Add-on. Only Customer's IT administrator may use the ThinApp Packager Software.

#### Omnissa Dynamic Environment Manager Standard

Customer's license to Omnissa Horizon Standard or Omnissa Horizon Standard Term Edition includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Standard or Omnissa Horizon Standard Term Edition.

#### Omnissa Horizon Term Standard Edition

In addition to the license notes above, if Customer purchases a license to Omnissa Horizon Standard Term Edition, Customer may deploy the virtual desktop infrastructure workloads either on-premises or within Customer's designated cloud environment, at Customer's discretion.

## 2.4 Omnissa Horizon Standard Plus Subscription Edition

### License Notes

Customer may use each Software component of Omnissa Horizon Standard Plus Subscription Edition for up to the number of Concurrent Users for which Customer has paid the applicable license fees.

#### ThinApp

Customer's license to Omnissa Horizon Standard Plus Subscription Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Standard Plus Subscription Edition for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client licenses for which Customer has paid the applicable Concurrent User license fees for Omnissa Horizon Standard Plus Subscription Edition. Only Customer's IT administrator may use the ThinApp Packager Software.

#### Omnissa Access Cloud

Customer's license to Omnissa Horizon Standard Plus Subscription Edition includes an entitlement to use Omnissa Access Cloud. Customer's use of Omnissa Access Cloud is governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops.

## **Omnissa Dynamic Environment Manager Standard**

Customer's license to Omnissa Horizon Standard Plus Subscription includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Standard Plus Subscription.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Standard Plus Subscription Edition includes a license to the Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Standard Plus Subscription Edition for which Customer has paid the applicable license fees.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Standard Plus Subscription Edition includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

## **Omnissa Cloud Connector**

Customer's license to Omnissa Horizon Standard Plus Subscription Edition includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Horizon Control Plane use of which is governed by the Cloud Services Exhibit.

## **2.5 Omnissa Horizon Advanced Edition / Omnissa Horizon Advanced Term Edition**

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition (except for the license metric for those Software components), Customer may use each Software component of Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees, except as described below:

### **ThinApp**

Customer's license to Omnissa Horizon Advanced Edition or Horizon Advanced Term Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client licenses for which Customer paid the applicable Named User or Concurrent User license fees for Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition. Only Customer's IT administrator may use the ThinApp Packager Software.

## **Omnissa Dynamic Environment Manager Standard**

Customer's license to Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Advanced Edition includes a license to Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Advanced Edition for which Customer has paid the applicable license fees.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Advanced Edition or Omnissa Horizon Advanced Term Edition includes an entitlement to the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Intelligent Hub browser with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, and with packaged apps using ThinApp.

## **Omnissa Horizon Term Advanced Edition**

In addition to the license notes above, if Customer licenses Omnissa Horizon Term Advanced Edition, Customer may deploy the virtual desktop and app infrastructure workloads either on-premises or within Customer's designated cloud environment, at Customer's discretion.

## **2.6 Omnissa Horizon Enterprise Edition / Omnissa Horizon Enterprise Term Edition**

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees, except as described below:

### **ThinApp**

Customer's license to Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client licenses for which Customer paid the applicable Named User or Concurrent User license fees for Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition. Only Customer's IT administrator may use the ThinApp Packager Software.

### **Omnissa Horizon Enterprise for Windows and Linux**

If Customer has purchased Concurrent User licenses for Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition, then for each Concurrent User Customer may: (1) use either Omnissa Horizon Enterprise (for Microsoft Windows) or Omnissa Horizon for Linux but not both at the same time, and (2) use only one Powered-On Desktop Virtual Machine.

### **Omnissa App Volumes Advanced**

Customer's license to Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition includes a license to the Omnissa App Volumes Advanced (binary) for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Enterprise Edition or Omnissa Enterprise Term Edition. Notwithstanding the restriction in the Omnissa App Volumes Advanced license notes, Customer may use the Omnissa App Volumes Advanced entitlement received as part of Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition in connection with an Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition environment.

## **Omnissa Dynamic Environment Manager Enterprise**

Customer's license to Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition includes a license to Omnissa Dynamic Environment Manager Enterprise for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Enterprise Edition or Omnissa Horizon Enterprise Term Edition.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Enterprise Edition includes a license to Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Enterprise Edition for which Customer has paid the applicable license fees.

## **Session Collaboration**

Customer's license to Omnissa Horizon Enterprise Edition includes an entitlement to the Session Collaboration feature and to initiate or join a session for up to the number of Named Users or Concurrent Users of Omnissa Horizon Enterprise Edition for which Customer has paid the applicable license fees.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Enterprise Edition includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Intelligent Hub browser with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, and with packaged apps using ThinApp.

## **Omnissa Workspace ONE Enterprise Perpetual**

In addition to the license notes above, if Customer licenses Omnissa Workspace ONE Enterprise Perpetual, the following terms apply:

Customer's license to Omnissa Workspace ONE Enterprise Perpetual includes a license to Omnissa Horizon Enterprise Edition for up to the number of Named Users for which Customer has paid the applicable license fees for Omnissa Workspace ONE Enterprise Perpetual. Upon expiration or termination of Customer's license to Omnissa Workspace ONE Enterprise Perpetual, Customer must promptly cease use of Omnissa Horizon Enterprise Edition and the related Documentation.

## **Omnissa Horizon Term Enterprise Edition**

In addition to the license notes above, if Customer purchases a license to Omnissa Horizon Term Enterprise Edition, Customer may deploy the virtual desktop and app infrastructure workloads either on-premises or within Customer's designated cloud environment, at Customer's discretion.

# **2.7 Omnissa Horizon Enterprise Plus Subscription Edition**

## **License Notes**

Customer may use each Software component of Omnissa Horizon Enterprise Plus Subscription Edition for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees.

## **ThinApp**

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Enterprise Plus Subscription Edition for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client

licenses for which Customer paid the applicable Named User or Concurrent User license fees for Omnissa Horizon Enterprise Plus Subscription Edition. Use of the ThinApp Packager Software is restricted to Customer's IT administrator.

### **Omnissa App Volumes Advanced**

Customer's license to Omnissa Horizon Enterprise Plus Subscription includes a license to the Omnissa App Volumes Advanced (binary) for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Enterprise Plus Subscription. Notwithstanding the restriction in the Omnissa App Volumes Advanced license notes, Customer may use the Omnissa App Volumes Advanced entitlement received as part of Omnissa Horizon Enterprise Plus Subscription in connection with a Horizon Enterprise Plus Subscription environment.

### **Omnissa Dynamic Environment Manager Enterprise**

Customer's license to Omnissa Horizon Enterprise Plus Subscription includes a license to Omnissa Dynamic Environment Manager Enterprise for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Enterprise Plus Subscription Edition.

### **Omnissa Horizon Enterprise for Windows and Linux**

If Customer has purchased Concurrent User licenses for Omnissa Horizon Enterprise Plus Subscription Edition, then for each Concurrent User Customer may: (1) use either Omnissa Horizon Enterprise (for Microsoft Windows) or Omnissa Horizon for Linux but not both at the same time, and (2) use only one Powered-On Desktop Virtual Machine.

### **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes a license to Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Enterprise Plus Subscription Edition for which Customer has paid the applicable license fees.

### **Session Collaboration**

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes an entitlement to the Session Collaboration feature, and to initiate or join a session for up to the number of Named Users or Concurrent Users of Omnissa Horizon Enterprise Plus Subscription Edition for which Customer has paid the applicable license fees.

### **Omnissa Access Cloud**

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes an entitlement to use Omnissa Access Cloud. Customer's use of Omnissa Access Cloud is governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops.

### **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

## Omnissa Cloud Connector

Customer's license to Omnissa Horizon Enterprise Plus Subscription Edition includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Omnissa Horizon Control Plane, use of which is governed by the Cloud Services Exhibit.

### 2.8 Omnissa Horizon for Linux Edition / Omnissa Horizon for Linux Term Edition

#### Definitions

**"Active Connection"** means any connection to a Powered-On Desktop Virtual Machines or a physical computer.

**"Desktop Virtual Machine"** is a hosted Virtual Machine with the Linux operating system.

#### License Notes

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon for Linux Edition (except the license metrics for those Software components), Customer may use each Software component of Omnissa Horizon for Linux Edition for up to the number of Concurrent Users for which Customer has paid the applicable license fees.

#### Omnissa Dynamic Environment Manager Standard

Customer's license to Omnissa Horizon for Linux Edition or Omnissa Horizon for Linux Term Edition includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon for Linux Edition or Omnissa Horizon for Linux Term Edition.

### 2.9 Omnissa Horizon Apps Standard Edition / Omnissa Horizon Apps Standard Term Edition

#### Definitions

**"Active Connection"** means any connection to a Terminal Services Session.

#### License Notes

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon Apps Standard Edition (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees, except as described below. The linked clones and virtual desktop machines features received may not be used as part of Omnissa Horizon Apps Standard Edition.

#### ThinApp

Customer's license to Omnissa Horizon Apps Standard Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Apps Standard Edition for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Named User or Concurrent User license fees for Omnissa Horizon Apps Standard Edition. Only Customer's IT administrator may use the ThinApp Packager Software.

#### Omnissa Dynamic Environment Manager Standard

Customer's license to Omnissa Horizon Apps Standard Edition includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Standard Edition.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Apps Standard Edition includes an entitlement to the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Intelligent Hub browser with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops. and with packaged apps using ThinApp.

## **Omnissa Horizon Apps Standard Term Edition**

In addition to the general license notes above, if Customer purchases a license to Omnissa Horizon Apps Term Standard Edition, Customer may deploy the virtual app infrastructure workloads either on-premises or within Customer's designated cloud environment, at Customer's discretion.

## **2.10 Omnissa Horizon Apps Advanced Edition / Omnissa Horizon Apps Advanced Term Edition**

### **Definitions**

**"Active Connection"** means any connection to a Terminal Services Session.

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon Apps Advanced Edition (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees, except as described below. The linked clones and virtual desktop machines features received may not be used as part of Omnissa Horizon Apps Advanced Edition.

### **ThinApp**

Customer's license to use Omnissa Horizon Apps Advanced Edition includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Apps Advanced Edition for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client licenses for which Customer paid the applicable Named User or Concurrent User license fees for Omnissa Horizon Apps Advanced Edition. Only Customer's IT administrator may use the ThinApp Packager Software.

### **Omnissa Dynamic Environment Manager Enterprise**

Customer's license to use Omnissa Horizon Apps Advanced Edition includes a license to Omnissa Dynamic Environment Manager Enterprise for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Advanced Edition.

### **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Apps Advanced Edition includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Intelligent Hub browser with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops. and with packaged apps using ThinApp.

### **Omnissa App Volumes Advanced Edition**

Customer's license to Omnissa Horizon Apps Advanced Edition or Horizon Apps Advanced Term Edition includes a license to the Omnissa App Volumes Enterprise (binary) for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Advanced Edition or Horizon Apps Advanced Term Edition. Notwithstanding the restriction in the Omnissa App Volumes Advanced Edition license notes, Customer may use the

Omnissa App Volumes Advanced Edition entitlement received as part of Omnissa Horizon Apps Advanced Edition or Horizon Apps Advanced Term Edition in connection with a Horizon Apps environment.

### **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Apps Advanced Edition includes one (1) license to Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Apps Advanced Edition for which Customer has paid the applicable license fees.

### **Omnissa Horizon Advanced Term Edition**

In addition to the general license notes above, if Customer purchases a license to Omnissa Horizon Apps Advanced Term Edition, Customer may deploy the virtual app infrastructure workloads either on-premises or within Customer's designated cloud environment, at Customer's discretion.

## **2.11 Omnissa Horizon Apps Standard Subscription**

### **Definitions**

**"Active Connection"** means any connection to a Terminal Services Session.

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of the applicable Omnissa Horizon Apps Standard Subscription offering (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Standard Subscription, except as described below. The linked clones and virtual desktop machines features received as part of Omnissa Horizon Apps Standard Subscription may not be used as part of this Software.

Customer may purchase either a Named User or a Concurrent User subscription, but all subscriptions under a single SID must be for either only Named Users or only Concurrent Users.

### **Omnissa Horizon Service**

Each license to Omnissa Horizon Apps Standard Subscription includes an entitlement that permits Customer, at any time during the Subscription Term, either (i) to deploy the Horizon Apps Standard Subscription Software in Customer's on-premises environment, or (ii) to access the Omnissa Horizon Service cloud service as described in the Cloud Services Guide. For clarity, Customer's entitlement to the Omnissa Horizon Apps Standard Subscription offering does not include any entitlement to use the virtual desktop infrastructure components of Horizon Service, as described in the Cloud Service Guide.

Customer may not exceed the total number of Named Users or Concurrent Users (as applicable) of Customer's purchased Omnissa Horizon Service entitlements. For example, if Customer purchases 1,500 Omnissa Horizon Service Named User entitlements, Customer may use these entitlements across any combination of deployment options (on-premises or in the public cloud) but may not exceed a total of 1,500 Named Users.

Customer's use of the Omnissa Horizon Service cloud service is governed by the Cloud Services Exhibit.

### **Omnissa Access**

Customer's license to Omnissa Horizon Apps Standard Subscription includes an entitlement to Omnissa Access Cloud. Omnissa Access Cloud provides an integrated platform for users to access their applications and data on any of their devices. Customer's use of Omnissa Access Cloud is

governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud with virtual desktops and applications powered by Omnissa Horizon.

Omnissa Access Cloud validates that Customer has an active license to Omnissa Horizon Apps Standard Subscription. If Omnissa Access Cloud does not validate that Customer has an active license to Omnissa Horizon Apps Standard Subscription, Customer must not and will not be able to access virtual applications and session-based desktops powered by Omnissa Horizon.

### **Omnissa Dynamic Environment Manager Standard**

Customer's license to Omnissa Horizon Apps Standard Subscription includes a license to Omnissa Dynamic Environment Manager Standard for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Standard Subscription.

### **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Apps Standard Subscription includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

### **ThinApp**

Customer's license to Omnissa Horizon Apps Standard Subscription includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Apps Standard Subscription for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User license fees for Omnissa Horizon Apps Standard Subscription. Use of the ThinApp Packager Software is restricted to Customer's IT administrator.

### **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Apps Standard Subscription includes a license to Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Apps Standard Subscription for which Customer has paid the applicable license fees.

### **Omnissa Cloud Connector**

Customer's license to Omnissa Horizon Apps Standard Subscription includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Horizon Control Plane, use of which is governed by the Cloud Services Exhibit.

## **2.12 Omnissa Horizon Apps Universal Subscription**

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Horizon Apps Universal Subscription (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Universal Subscription, except as described below. The linked clones and virtual desktop machines features received as part of Omnissa Horizon Apps Universal Subscription may not be used as part of the Software.

Customer may purchase either a Named User or a Concurrent User subscription, but all subscriptions under a single SID must be for either only Named Users or only Concurrent Users.

## **Omnissa Horizon Service**

Each license to Omnissa Horizon Apps Universal Subscription includes an entitlement for Customer, at any time during the Subscription Term, either (i) to deploy the Horizon Apps Universal Subscription Software in Customer's on-premises environment, or (ii) to access the Omnissa Horizon Service cloud service as described in the Cloud Services Guide. For clarity, Customer's entitlement to Omnissa Horizon Apps Universal Subscription does not include any entitlement to use the virtual desktop infrastructure components of the Omnissa Horizon Service, as described in the Cloud Services Guide.

Customer may not exceed the total number of Named Users or Concurrent Users (as applicable) of Customer's purchased Omnissa Horizon Service entitlements. For example, if Customer purchases 1,500 Horizon Service Named User entitlements, Customer may use these entitlements across any combination of deployment options (on-premises or in the public cloud) but may not exceed 1,500 Named Users in total.

Customer's use of the Omnissa Horizon Service cloud service offering is governed by the Cloud Services Exhibit.

## **Omnissa Access**

Customer's license to Omnissa Horizon Apps Universal Subscription includes an entitlement to Omnissa Access Cloud. Omnissa Access Cloud provides an integrated platform for users to access their applications and data on any of their devices. Customer's use of Omnissa Access Cloud is governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud feature with virtual desktops and applications powered by Omnissa Horizon.

Omnissa Access Cloud validates that Customer has an active license to Omnissa Horizon Apps Universal Subscription. If Omnissa Access Cloud does not validate that Customer has an active license to Omnissa Horizon Apps Universal Subscription, Customer must not and will not be able to access virtual applications and session-based desktops powered by Omnissa Horizon.

## **Omnissa Dynamic Environment Manager Enterprise**

Customer's license to Omnissa Horizon Apps Universal Subscription includes a license to Omnissa Dynamic Environment Manager Enterprise for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Universal Subscription.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to Omnissa Horizon Apps Universal Subscription includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

## **Omnissa App Volumes Advanced**

Customer's license to Omnissa Horizon Apps Universal Subscription includes a license to the Omnissa App Volumes Advanced (binary) for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees for Omnissa Horizon Apps Universal Subscription. Notwithstanding the restriction in the Omnissa App Volumes Advanced license notes, Customer may use Omnissa App Volumes Advanced received as part of Omnissa Horizon Apps Universal Subscription in connection with a Horizon Apps environment.

## **ThinApp**

Customer's license to Omnissa Horizon Apps Universal Subscription includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Apps Universal Subscription for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User license fees for Omnissa Horizon Apps Universal Subscription. Only Customer's IT administrator may use the ThinApp Packager Software.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Apps Universal Subscription includes one (1) license to Virtualization Pack for Microsoft Teams license per pack of the Omnissa Horizon Apps Universal Subscription for which Customer has paid the applicable license fees.

## **Omnissa Cloud Connector**

Customer's license to use Omnissa Horizon Apps Universal Subscription includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Horizon Control Plane, use of which is governed by the Cloud Services Exhibit.

# **2.13 Omnissa Horizon Cloud on Azure Standard Subscription**

## **License Notes**

Customer may use each Software component of Omnissa Horizon Cloud on Azure Standard Subscription for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees.

Customer may purchase either a Named User or a Concurrent User subscription, but all subscriptions under a single SID must be for either only Named Users or only Concurrent Users.

## **Omnissa Horizon Service**

Each license to Omnissa Horizon Cloud on Azure Standard Subscription includes an entitlement for Customer, at any time during the Subscription Term, either (i) to deploy the Horizon Cloud on Azure Standard Subscription Software in Customer's on-premises environment, or (ii) to access the Omnissa Horizon Service cloud service offering as described in the Cloud Services Guide. Customer's use of the Omnissa Horizon Service cloud service offering is governed by the Cloud Services Exhibit.

Customer may not exceed the total number of Named Users or Concurrent Users (as applicable) of Customer's purchased Omnissa Horizon Service entitlement. For example, if Customer purchases 1,500 Named User entitlements, Customer may use these entitlements across any combination of deployment options (on-premises or in the public cloud) but must not exceed 1,500 Named Users in total.

## **ThinApp**

Customer's license to Omnissa Horizon Cloud on Azure Standard Subscription includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Cloud on Azure Standard Subscription for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User license fees for Omnissa Horizon Cloud on Azure Standard Subscription. Use of the ThinApp Packager Software is restricted to Customer's IT administrator.

## **Omnissa Horizon Enterprise for Windows**

If Customer has purchased Concurrent User licenses for Omnissa Horizon Cloud on Azure Standard Subscription, then for each Concurrent User Customer may: (i) use Omnissa Horizon View Enterprise for Microsoft Windows, and (ii) use only one Powered-On Desktop Virtual Machine.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Cloud on Azure Standard Subscription includes one (1) license to Omnissa Horizon Virtualization Pack for Microsoft Teams license per pack of Omnissa Horizon Cloud on Azure Standard Subscription for which Customer has paid the applicable license fees.

### **Omnissa Access**

Customer's license to Omnissa Horizon Cloud on Azure Standard Subscription includes an entitlement to Omnissa Access Cloud. Omnissa Access Cloud provides an integrated platform for users to access their applications and data on any of their devices. Customer's use of Omnissa Access Cloud service is governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud with virtual desktops and applications powered by Omnissa Horizon.

Omnissa Access Cloud validates that Customer has an active license to Omnissa Horizon Cloud on Azure Standard Subscription. If Omnissa Access Cloud does not validate that Customer has an active license to Omnissa Horizon Cloud on Azure Standard Subscription, Customer must not and will not be able to access virtual desktops and applications powered by Omnissa Horizon.

### **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to use Omnissa Horizon Cloud on Azure Standard Subscription includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

### **Omnissa Cloud Connector**

Customer's license to use Omnissa Horizon Cloud on Azure Standard Subscription includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Horizon Control Plane, use of which is governed by the Cloud Services Exhibit.

## **2.14 Omnissa Horizon Universal Subscription**

### **License Notes**

Customer may use each Software component of Omnissa Horizon Universal Subscription for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees.

Customer may purchase either a Named User or a Concurrent User subscription, but all subscriptions under a single SID must be for either only Named Users or only Concurrent Users.

### **Omnissa Horizon Service**

Each license to Omnissa Horizon Universal Subscription includes an entitlement for the Customer, at any time during the Subscription Term, either (i) to deploy the Horizon Universal Subscription Software in Customer's on-premises environment, or (ii) to access the Omnissa Horizon Service cloud service offering as described in the Cloud Services Guide. Customer's use of the Omnissa Horizon Service cloud service offering is governed by the Cloud Services Exhibit.

Customer may not exceed the total number of Named Users or Concurrent Users (as applicable) of Customer's purchased Omnissa Horizon Service entitlement. For example, if Customer purchases 1,500 Named User entitlements, Customer may use these entitlements across any combination of deployment options (on-premises or in the public cloud) but may not exceed 1,500 Named Users in total.

## **ThinApp**

Customer's license to Omnissa Horizon Universal Subscription includes a license to one (1) ThinApp Packager per pack of Omnissa Horizon Universal Subscription for which Customer has paid the applicable license fees, and a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User license fees for Omnissa Horizon Universal Subscription. Use of the ThinApp Packager Software is restricted to Customer's IT administrator.

## **Omnissa Horizon Enterprise for Windows and Linux**

If Customer has purchased Concurrent User licenses for Omnissa Horizon Universal Subscription, then for each Concurrent User Customer may: (i) use either Omnissa Horizon View Enterprise (for Microsoft Windows) or Omnissa Horizon for Linux but not both at the same time, and (ii) use only one Powered-On Desktop Virtual Machine.

## **Virtualization Pack for Microsoft Teams**

Customer's license to Omnissa Horizon Universal Subscription includes one (1) license to Omnissa Horizon Virtualization Pack for Microsoft Teams per pack of Omnissa Horizon Universal Subscription for which Customer has paid the applicable license fees.

## **Session Collaboration**

Customer's license to Omnissa Horizon Universal Subscription includes an entitlement to the Session Collaboration feature and to initiate or join a session for up to the number of Named Users or Concurrent Users of Omnissa Horizon Universal Subscription for which Customer has paid the applicable license fees.

## **Omnissa Access**

Customer's license to Omnissa Horizon Universal Subscription includes an entitlement to Omnissa Access Cloud. Omnissa Access Cloud provides an integrated platform for users to access their applications and data on any of their devices. Customer's use of Omnissa Access Cloud service is governed by the Cloud Services Exhibit. Customer may only use Omnissa Access Cloud with virtual desktops and applications powered by Omnissa Horizon.

Omnissa Access Cloud validates that Customer has an active license to Omnissa Horizon Universal Subscription. If Omnissa Access Cloud does not validate that Customer has an active license to Omnissa Horizon Universal Subscription, Customer must not and will not be able to access virtual desktops and applications powered by Omnissa Horizon.

## **Omnissa Workspace ONE Intelligent Hub App Catalog**

Customer's license to use Omnissa Horizon Universal Subscription includes an entitlement to use the Omnissa Workspace ONE Intelligent Hub App Catalog service through the Intelligent Hub browser. Customer may only use the Omnissa Workspace ONE Intelligent Hub App Catalog service with virtual desktops and applications powered by Omnissa Horizon, Citrix XenApp/Virtual Apps, or Citrix XenDesktop/Virtual Desktops, with packaged apps using ThinApp, and hosted versions of the Omnissa Horizon service.

## **Omnissa Cloud Connector**

Customer's license to use Omnissa Horizon Universal Subscription includes an entitlement to use the Omnissa Cloud Connector. The Omnissa Cloud Connector connects to the cloud-hosted Horizon Control Plane, use of which is governed by the Cloud Services Exhibit.

## **Horizon Client - Zoom Background Effects on ChromeOS**

Horizon Client for ChromeOS supports Zoom background effects, such as background blur and image replacement, when using Zoom WebRTC redirection. This capability uses a locally executed image

segmentation model that runs entirely on the ChromeOS endpoint and requires no customer configuration. Background effects are enabled and controlled by the end user through the Zoom interface. This functionality leverages the open-source MediaPipe Selfie Segmentation model. Additional information is available in the MediaPipe Selfie Segmentation Model Card, at <https://storage.googleapis.com/mediapipe-assets/Model%20MediaPipe%20Selfie%20Sigmentation.pdf>.

## 2.15 Omnissa Horizon Accelerator

**Omnissa Horizon® Accelerator™ (optional add-on):** The Omnissa Horizon® Accelerator™ service provides Horizon customers with Day 0 to Day 2 services and support for the customer's Horizon virtual desktop environment, whether on-premises or in a hybrid cloud environment. To purchase an entitlement to Horizon Accelerator, Customer must have an active subscription to Horizon and must purchase an equivalent number of seats and subscription term to match Customer's existing Horizon subscription. Customer may not take possession of any software elements of the Horizon Accelerator service that are installed in Customer's own Horizon environment. The Horizon Accelerator service may store or access Customer information to provide the service. All support activities will be performed through restricted remote access granted by Customer or through guided online hands-on-keyboard sessions (with Customer's approval).

### Horizon Accelerator Federal

This offering includes frontline support resources who are: (i) U.S. citizens, and (ii) located on U.S. soil. These frontline support resources will provide initial review and triage of service ticket intake and perform preliminary troubleshooting. Subsequent escalation, advanced troubleshooting, or engagement with product engineering teams may involve personnel who do not meet these criteria (i.e., they may be located outside the U.S. and/or not be U.S. citizens).

Further, Customer information provided by Customer or otherwise stored or accessed by the Horizon Accelerator Federal service may be processed using Omnissa systems and be accessed by Omnissa personnel located outside the U.S. or by non-U.S. citizens. Customer is responsible for ensuring the Horizon Accelerator Federal service aligns with its security, compliance, and regulatory requirements.

## 2.16 Omnissa Dynamic Environment Manager / Omnissa Dynamic Environment Manager Enterprise Term Edition

### License Notes

Customer may use the Software for up to the number of Named Users or Concurrent Users for which Customer has paid the applicable license fees. The Software may be used with Windows Desktop operating systems and Windows Server operating systems as detailed in the Documentation.

### Omnissa Dynamic Environment Manager Standard

If Customer licenses Omnissa Dynamic Environment Manager Standard Edition, Customer may only use the profile management features of the Software.

### Omnissa Dynamic Environment Manager Enterprise or Dynamic Environment Manager Enterprise Term

If Customer licenses Omnissa Dynamic Environment Manager Enterprise Edition or Dynamic Environment Manager Enterprise Term Edition, in addition to the features of Omnissa Dynamic Environment Manager Standard, Customer may use the policy management features of the Software.

## 2.17 Omnissa ThinApp

### Definitions

**“Customer Application(s)”** means the software application(s) from a third party or developed by Customer.

**“Device”** means any client hardware that enables an end user to run a ThinApp or the ThinApp Packager Tool.

### License Notes

Customer may use the Software internally to package Customer Application(s) solely to create ThinApps for end users within Customer’s enterprise or for designated employees of Customer’s designated customers, without any further redistribution rights, in accordance with the licensing terms of the Customer Application.

Customer must have a separate Software license for each Device or Named User, except for a Device or Named User running ThinApp in an authorized concurrent use environment.

Customer must display the following notice with each ThinApp: “Powered by Omnissa. Portions of this software contain Omnissa, LLC technology. Copyright © 2026 Omnissa, LLC. All Rights Reserved.”

## 2.18 Omnissa ThinApp Virtualization Packager

### Definitions

**“Customer Application(s)”** means the software application(s) from a third party or developed by Customer.

**“Device”** means any client hardware that enables an end user to run a ThinApp or the Omnissa ThinApp Virtualization Packager.

**“ThinApp”** means an Omnissa virtualized application format created from and consisting of Customer Application(s) packaged by the Omnissa ThinApp Virtualization Packager.

### License Notes

Customer may use the Omnissa ThinApp Virtualization Packager to create ThinApps for end users within Customer’s enterprise, without any further redistribution rights, in accordance with the licensing terms of the Customer Application. Customer must have a separate Omnissa ThinApp Virtualization Packager license for each Device or Named User, except for a Device or Named User running ThinApp in an authorized concurrent use environment. Customer must display the following notice with each ThinApp: “Powered by Omnissa. Portions of this software contain Omnissa, LLC technology. Copyright © 2026 Omnissa, LLC. All Rights Reserved.”

## 2.19 Omnissa App Volumes

### Definitions

**“Terminal Services Session”** means a Microsoft Windows terminal services session running a valid Microsoft Windows license, including as part of a Citrix XenApp/Virtual Apps and Desktops server session run with Microsoft Windows terminal services.

### License Notes

Customer may use the Software for up to the number of Concurrent Users or Named Users for which Customer has paid the applicable license fees.

Each edition of Omnissa App Volumes (Omnissa App Volumes Standard or Omnissa App Volumes Advanced) includes entitlements to use different functionality and inclusions. For the edition of the Software that Customer has licensed, Customer may only use the functionality for that edition, and as described below.

### **Omnissa App Volumes Standard**

If Customer licenses Omnissa App Volumes Standard, Customer will also receive a license to use Omnissa Dynamic Environment Manager Enterprise for up to the same number of Concurrent Users or Named Users for which Customer has paid the applicable license fees for Omnissa App Volumes Standard. Omnissa App Volumes Standard is only applicable for virtual desktop environments.

### **Omnissa App Volumes Advanced**

If Customer licenses Omnissa App Volumes Advanced, Customer will also receive a license to use Omnissa Dynamic Environment Manager Enterprise for up to the same number of Concurrent Users or Named Users for which Customer has paid the applicable license fees for Omnissa App Volumes Advanced. Customer will also receive (i) a license to use one (1) ThinApp Packager license per pack of Omnissa App Volumes Advanced for which Customer has paid the applicable license fees, and (ii) a license to use the same number of ThinApp Client licenses for which Customer paid the applicable Concurrent User or Named User license fees for Omnissa App Volumes Advanced. Omnissa App Volumes Advanced is only applicable for virtual desktop environments.

## **2.20 Omnissa Apps Essentials**

### **Definitions**

**“Terminal Services Session”** means a Microsoft Windows terminal services session running a valid Microsoft Windows license, including as part of a Citrix XenApp/Virtual Apps and Desktops server session run with Microsoft Windows terminal services.

### **License Notes**

In addition to the license notes in this Product Guide that apply to each Software component of Omnissa Apps Essentials (except the license metric for those Software components), Customer may use each Software component for up to the number of Named Users for which Customer has paid the applicable license fees, except as described below. Omnissa Apps Essentials is applicable for both virtual and physical desktop environments.

### **Omnissa App Volumes Advanced Edition**

Customer’s license to Omnissa Apps Essentials includes a license to the Omnissa App Volumes Enterprise (binary) for up to the number of Named Users for which Customer has paid the applicable license fees for Omnissa Apps Essentials.

### **Omnissa Dynamic Environment Manager Enterprise Term Edition**

Customer’s license to use Omnissa Apps Essentials includes a license to Omnissa Dynamic Environment Manager Enterprise Term Edition for up to the number of Named Users for which Customer has paid the applicable license fees for Omnissa Apps Essentials.

### **ThinApp**

Customer’s license to use Omnissa Apps Essentials includes a license to one (1) ThinApp Packager per pack of Omnissa Apps Essentials for which Customer has paid the applicable license fees, and a license to the same number of ThinApp Client licenses for which Customer paid the applicable Named User license fees for Omnissa Apps Essentials. Only Customer’s IT administrator may use the ThinApp Packager Software.

### 3. THIRD-PARTY OFFERINGS

#### 3.1 Omnisca Horizon with VMware vSphere Foundation For VDI

If Customer's Horizon entitlement includes VMware vSphere Foundation for VDI licenses, the following terms, which Broadcom has mandated that Omnisca flow down, apply:

1. Customer's use of those licenses is: (A) subject to the Foundation Agreement found at: <https://www.broadcom.com/company/legal/licensing>; and (B) restricted to use for Virtual Desktop Infrastructure (VDI), solely for purposes of: (1) hosting: (i) a desktop virtual machine; (ii) a Microsoft Windows terminal services session running a valid Microsoft Windows license; (iii) remote desktop services hosts for the purpose of hosting sessions based desktops or remote applications; or (iv) associated desktop management and monitoring tools; and (2) running VMware products which are included in VMware vSphere Foundation for VDI. If there is any conflict or inconsistency between the terms of the foregoing subsection (B) and any terms in the above-referenced Foundation Agreement (including the SPD), the terms of the foregoing subsection (B) control and prevail.
2. Customer may only use the VMware vSphere Foundation for VDI licenses with the Horizon offering.
3. If Customer needs support with respect to the VMware offerings, in the nature of troubleshooting, diagnostics, and general assistance, Customer must raise a support ticket with Omnisca. If Customer needs support with respect to the VMware offerings for critical and highly complex issues, product bugs, advanced technical challenges, or complex technical troubleshooting, then Customer may, at its election, either (i) raise a support ticket with Omnisca and Omnisca support will collaborate with Broadcom to provide the resolution, or (ii) raise a support ticket directly with Broadcom.

### 4. EMBEDDED THIRD-PARTY COMPONENTS

#### 4.1 General License Notes Applicable to All Software Containing Oracle Components

**The following provisions apply to all Software containing Oracle components.** Oracle requires Omnisca to notify Customer of the following provisions:

Customer acknowledges that Oracle owns the Java trademark and all Java-related trademarks, logos and icons including the Coffee cup and Duke ("Java Marks") and agrees to (a) comply with the Java Trademark Guidelines at [www.oracle.com/us/legal/third-partytrademarks/index.html](http://www.oracle.com/us/legal/third-partytrademarks/index.html); (b) not do anything harmful to or inconsistent with Oracle's rights in the Java Marks; and (c) assist Oracle in protecting those rights, including assigning to Oracle any rights acquired by Customer in any Java Mark.

Enabling the Commercial Features of the Oracle components for any commercial or production purpose requires a separate license from Oracle.

**"Commercial Features"** means those features of the Oracle components identified in Table 1-1 (Commercial Features In Java SE Product Editions) of the Program Documentation accessible at [www.oracle.com/technetwork/indexes/documentation/index.html](http://www.oracle.com/technetwork/indexes/documentation/index.html).

## 4.2 General License Notes Applicable to All Software Containing Microsoft Security Toolkit

The Security Baseline Components (“SBC”) of the Microsoft Security Toolkit are authored by Microsoft and are made available for Customer’s use solely for management of Windows 10 or Windows 11 devices. The SBC are provided AS IS and without any warranty of any kind from Microsoft. More information about the SBC is available at [www.microsoft.com](http://www.microsoft.com).

## 4.3 General License Notes Applicable to All Software Containing Google Components

### Google Maps

Customer’s use of Google Maps features and content is subject to the Google Maps/Google Earth Additional Terms of Service at [maps.google.com/help/terms\\_maps.html](https://maps.google.com/help/terms_maps.html) and the Google Privacy Policy at [www.google.com/policies/privacy/](http://www.google.com/policies/privacy/).

### Integrations with Gemini Nano

Certain Omnisia Boxer applications include an optional feature that, when enabled on supported Android devices, integrates with Gemini Nano to provide real-time summaries of content within the application such as individual emails and email threads (Workspace ONE Boxer), web pages (Workspace ONE Web), and documents (Workspace ONE Content). This feature integrates Gemini Nano for on-device processing via Google ML Kit APIs.

The ML Kit APIs send metrics about the performance and utilization of the APIs in your app to Google. Google uses this metric data to measure performance, debug, maintain and improve the APIs, and detect misuse or abuse, as further described in the Google [Privacy Policy](http://www.google.com/policies/privacy/) available at [www.google.com/policies/privacy/](http://www.google.com/policies/privacy/).

#### Usage Restrictions and Requirements:

- Customer must not use this feature in clinical practice, to provide medical advice, or in any context that is regulated by, or requires clearance from, a medical device regulatory authority.
- Customer must not rely on this feature for medical, legal, financial, or other professional advice. Any content related to these topics is for informational purposes only and is not a substitute for advice from a qualified professional. Content does not constitute medical treatment or diagnosis.
- This feature is not designed for use by individuals under the age of 18. Customer is responsible for restricted access to this feature to individuals younger than 18 years old.
- Customer is solely responsible for the use of generated content by its users and for any sharing or reliance on that content. Customer and its users must exercise discretion before publishing, relying on, or otherwise using generated content.
- Gemini Nano includes experimental technology and may occasionally produce inaccurate, incomplete, or offensive content. Generated content may be similar or identical to content provided to other users. Google reserves all rights to such content.
- Language support and feature availability may vary depending on your device configuration and the models downloaded to your device.

#### **4.4 General License Notes Applicable to All Software Containing Certain Apple Components**

Apple Inc. requires Omnissa to notify Customer of the following provisions:

Customer and Omnissa acknowledge that the Agreement is concluded between Customer and Omnissa only, and not with Apple Inc., and Apple Inc. is not responsible for the Software or the content thereof. To the extent that the Usage Rules set forth for the Software in Apple Inc.'s Apple Media Services Terms and Conditions or the Volume Content Terms are more restrictive, such Usage Rules shall apply.

Customer may use the Software only on an Apple Inc. branded product that Customer owns or controls and as permitted by the Usage Rules set forth in the Apple Media Services Terms and Conditions.

Solely in connection with certain Apple licensed software, and notwithstanding anything to the contrary in the Agreement, a Custom App Distribution Customer is authorized to distribute a single license of a free Software to multiple end-users, provided that such distribution is limited to internal use by those end-users and complies with all applicable Apple requirements.

Omnissa and Customer acknowledge that Apple Inc. has no obligation whatsoever to furnish any maintenance and support services with respect to the Software.

To the maximum extent permitted by applicable law, Apple Inc. will have no warranty obligation whatsoever with respect to the Software.

Except as otherwise determined by applicable law, Apple Inc. shall not be responsible for addressing any claims by Customer or any third party relating to the Software or Customer's possession and/or use of the Software, including, but not limited to: (i) product liability claims, (ii) any claim that the Software fails to conform to any applicable legal or regulatory requirement; and (iii) claims arising under consumer protection, privacy, or similar legislation.

In the event of any third party claim that the Software or Customer's possession and use of the Software infringes that third party's intellectual property rights, Apple Inc. is not responsible for the investigation, defense, settlement or discharge of any such intellectual property infringement claim.

Customer questions, complaints or claims with respect to Software should be directed to Omnissa, LLC, [contact@omnissa.com](mailto:contact@omnissa.com), T: +1(650)239-7600.

Apple Inc. and Apple subsidiaries are third party beneficiaries of the Omnissa agreements with Customer and Apple Inc. will have the right (and will be deemed to have accepted the right) to enforce the Omnissa agreement with Customer against the Customer as a third-party beneficiary thereof.

#### **Integrations with Apple Intelligence**

Certain Omnissa applications include an optional AI-powered feature that, when enabled on supported Apple devices, integrates with Apple Intelligence through Apple's Foundation Models Framework. When enabled, this feature generates real-time summaries of content within the application, such as individual emails and email threads (Workspace ONE Boxer), web pages (Workspace ONE Web), and documents (Workspace ONE Content). Customer must not use this feature for the prohibited uses identified in Apple's Foundation Models Framework Acceptable Use Requirements, available at: <https://developer.apple.com/apple-intelligence/acceptable-use-requirements-for-the-foundation-models-framework>, as such requirements may be updated from time to time.