Observability Cloud Usage, Subscription Limits Enforcement, and Entitlements

Published: October 2023

Additional terms apply to certain Splunk Offerings. The below terms apply to your Purchased Offerings as applicable and are incorporated into the Splunk General Terms.

Observability Cloud Usage, Subscription Limits Enforcement, and Entitlements

Usage and Subscription Limits Enforcement

1. **Subscription Limits**. The service is purchased as a subscription. Each subscription plan is defined by the subscription capacity limits as described in the applicable Order (the "**Subscription Limits**").

2. **Usage Measurement**

    a.   **Splunk Infrastructure Monitoring**. Splunk measures Customer's usage of each component in the Subscription Limits on an hourly basis. At the end of each month, Splunk measures the monthly usage at the average of all hourly measurements (the "**Infrastructure Monitoring Monthly Usage Level**").

    b.   **Splunk APM**. Splunk measures Customer's usage of each component in the Subscription Limits on a per minute basis. At the end of each month, Splunk will calculate the average usage across all per-minute measurements, as well as 50% of the peak of all the per-minute measurements of the monthly billing cycle (peak/2). The higher value of the two will determine the usage for that month(the "**APM Monthly Usage Level**").

    c.   **Splunk RUM.** Splunk measures Customer's usage as the number of Sessions per month. At the end of each month, Splunk measures the total number of Sessions (the "**RUM Monthly Usage Level**").

    d.   **Splunk Synthetic Monitoring**. Splunk measures Customer's usage as the total number of Browser Test Runs, API Test Runs, and Uptime Test Runs during each month (the "**Synthetic Monitoring Monthly Usage Level**").

    e.   **Splunk Web Optimization**. For each pack of 1000 Enterprise Browser Test Runs purchased, Customer receives 1 Web Optimization Scan per month.

3. Proration for Monthly Metrics. For Offerings with Capacity based on monthly metrics, the metrics will be based on calendar month measurements. Metrics will be prorated on the first and last month based on the actual subscription start date.

4.   Subscription Limits Enforcement. If Customer's Infrastructure Monitoring Monthly Usage Level, APM Monthly Usage Level, RUM Monthly Usage Level (collectively, the "**Monthly Usage Levels**") exceed the contractual allowable Subscription Limits, Customer agrees to pay Splunk an overage fee (the "**Overage Fee**") calculated as 150% of the effective list price, or Splunk may, at its sole discretion, limit Customer's ability to add new monitors until it conforms to the contractual Subscription Limits, provided, however, that to help Customer avoid improperly incurring fees, if Customer's usage at any time during the term of the General Terms significantly exceeds the Customer's contractual Subscription

Limits (as determined by Splunk at its sole discretion), Splunk may limit Customer's ability to add new monitors, irrespective of Customer's Monthly Usage Level.

Splunk Infrastructure Monitoring

Product	Entitlement
Infra Mon Host Standard Edition	10 Containers or serverless , 100 Custom Metrics
Infra Mon Host Enterprise Edition	20 Containers or serverless functions, 200 custom metrics

Splunk APM Standard Edition

Product	Entitlement
APM - host	10 Containers or severless functions, 3 Profiled Containers, 20 Monitoring MetricSets, 200 Troubleshooting MetricSets, Trace Volume of 10.24 MB per minute, Profiling Volume of 5.12 MB per minute
APM - Container Add-on	1 Container or serverless functions, 2 Monitoring MetricSets, 20 Troubleshooting MetricSets, Trace Volume of 1.024 MB per minute

Splunk APM Enterprise Edition

Product	Entitlement
APM - host	20 Containers or serverless functions, 5 Profiled Containers, 40 Monitoring MetricSets, 400 Troubleshooting MetricSets, Trace Volume of 20.48 MB per Minute, Profiling Volume of 10.24 MB per minute

APM - Container Add-on	1 Container or serverless function, 2 Monitoring MetricSets, 20 Troubleshooting MetricSets, Trace Volume of 1.024 MB per minute

Splunk APM Standard Edition - TAPM

Product	Entitlement
APM - TAPM	0.005 Monitoring MetricSets, 0.05 Troubleshooting MetricSets, Trace Volume of 0.00256 MB per minute

Splunk APM Enterprise Edition TAPM

Product	Entitlement
APM - TAPM	0.01 Monitoring MetricSets, 0.1 Troubleshooting MetricSets, Trace Volume of 0.00512 MB per minute

Splunk APM Standard Edition with Profiling - TAPM

Product	Entitlement
APM with Profiling - TAPM	0.005 Monitoring MetricSets, 0.05 Troubleshooting MetricSets, Trace Volume of 0.00256 MB per minute, Profiling Volume of 0.00128 MB per minute

Splunk APM Enterprise Edition with Profiling - TAPM

Product	Entitlement
APM with Profiling - TAPM	0.01 Monitoring MetricSets, 0.1 Troubleshooting MetricSets, Trace Volume of 0.00512 MB per minute, Profiling Volume of 0.00256 MB per minute

Splunk Real User Monitoring Standard Edition

Product	Entitlement (per 10,000 sessions/month)
RUM	20 Monitoring MetricSets, 200 Troubleshooting MetricSets, Session Volume of 30 GB

Splunk Real User Monitoring Enterprise Edition

Product	Entitlement (per 10,000 sessions/month)
RUM	40 Monitoring MetricSets, 400 Troubleshooting MetricSets, Session Volume of 60 GB, Session Replay

Splunk Synthetic Monitoring

Product	Entitlement
Synthetic Monitoring	Browser Tests (1K runs per month) API Tests (10K runs per month) Uptime Tests (10K per month)

Prior Versions of USAGE, SUBSCRIPTION LIMIT ENFORCEMENT, AND ENTITLEMENTS

Published February 2023
Published June 2023