

Complete this document and update the tracking bug at least **5 business days** before your send date

Cloud Customer Notification: Cloud Monitoring will start charging users for process metrics

Comm owner	harpalani@google.com
Tracking bug	http://b/*
Target Send Date(s)	2021-05-12
Purpose of this notification and customer action required	Inform customers of an upcoming change that will start showing process metrics charts and hence start billing for their ingestion (generated by users' agents) and stored in Cloud Monitoring
APPROVALS	
Approvals launch calendar	https://ariane.googleplex.com/launch/*
Who will provide Product/Eng approval? <i>Product Manager, TPM, or Engineering Mgr only</i>	PII
LDAP of Product Counsel you're working with on this launch	PII
Scope (S1-S5) - to determine approvers	Small (51 to 110,000)
TIMELINE	
Does this notification require translation? <i>This will add 1 week to your timeline</i>	NO
Bug, Ariane launch, or OMG that prompted this notification	https://turbo.corp.google.com/docs/104516
Number of messages	1
Please let us know if anything else impacts your timeline	
SUPPORT	
What documentation exists for the support team?	https://docs.google.com/document/d/1HtwX4628YGqzjw108b9hVhl-wRKamFyv87LI5kv37Vs/edit?usp=sharing&resourcekey=0-1tKIDE-nzIB-xks1HCT3qw If you do not have support documentation, make a copy of the Support FAQ Template and complete it for the support team. (THIS WAS ALSO REVIEWED BY ME)
What customer-facing documentation should we include in the email?	https://cloud.google.com/monitoring/agent/process-metrics

Does this MSA require release notes?	NO
What information should customers include if they contact support?	Project ID and VM Name(s)
<p>What Salesforce Group, Component and Subcomponent should customer cases be routed to?</p> <p>Note that Billing-related communications will use https://support.google.com/cloud/contact/cloud_platform_billing for routing customer support cases to the Billing Support team.</p>	https://support.google.com/cloud/contact/cloud_platform_billing

Draft all messages included in this notification (for example, messages to different customer groups or reminder messages) below. You can copy the original approved message table for reminder messages. You can also check out [these samples](#).

MESSAGE #1		
Send Date: 2021-05-12 Part of batch send: Y (No MSAs on Fridays)	Status: Draft Approved Sent	Total # of projects/accounts: 52,391 Projects/25,390 Accounts
Recipient list (share with cloud-msa-assistance@): obfuscated id table Account IDs Dremel Table with all impacted unobscured account IDs: BQ Query: Project numbers: Dremel Table <i>Note for GCP: The team will identify affected strategic customers and notify SCEs/TAMs. If you can only get obscured customer data, please provide the BQ query. More info on generating recipient lists at go/*.</i>		
RECIPIENT LIST FILTERS and REVIEWERS: mark the boxes that apply to your recipient list send with an X <input type="checkbox"/> Internal Audience (@google.com addresses) <input checked="" type="checkbox"/> External Audience (non @google.com addresses) <input type="checkbox"/> Project Owners (Provide project IDs or project numbers for this option) <input checked="" type="checkbox"/> Project Org Admins (Provide project IDs or project numbers for this option) <input type="checkbox"/> Billing Admins Include Essential Contacts in addition to project owner or billing admin (provide org/folder/project IDs for this option) <input type="checkbox"/> Product Updates <input type="checkbox"/> Technical <input checked="" type="checkbox"/> Billing <input type="checkbox"/> Legal <input type="checkbox"/> Security <input type="checkbox"/> Over 3300 projects or accounts? If yes, please provide: 1. Recipient list query: {Query and Unobscured Dremel Table} 2. The ldap of the query author: PII 3. The ldap of a query peer reviewer: PII		
To	All customers who use Cloud Monitoring to ingest metrics from VMs	
From	"Google Cloud Platform" <CloudPlatform-noreply@google.com>	

Subject (Must include product name)	Cloud Monitoring will provide robust process level information and begin charging users for process metrics at a 5% volume rate, starting August 1, 2021
Pre-Header	Review our process metrics documentation to estimate how this change will impact your Monitoring volume specifically.

Process metrics will become chargeable, starting August 1, 2021, to support a new enriched UI experience; disable process metrics if you do not wish to have them ingested into Cloud Monitoring.

Hello Google Cloud Monitoring Customer,

We are writing to share upcoming billing changes focused on process metrics that are generated by the Google Cloud's operations suite monitoring agents.

Starting August 1, 2021, we are adding new UI visualization tools built on top of [process metrics](#) generated by your Cloud Monitoring Agent and therefore will begin charging for these metrics.

This means that any metric with the prefix `agent.googleapis.com/processes/` ingested by Cloud Monitoring will be charged 5% of the cost of other chargeable metrics in the `agent.googleapis.com` group. We therefore recommend that you decide whether you want to switch the collection of the process metrics group on or off.

What do I need to know?

If you choose to send these metrics from your virtual machines (VMs) to Monitoring for ingestion, you will start seeing process metrics charts that enable robust troubleshooting and resource attribution.

Starting August 1, 2021, you will begin to be charged at 5% of the volume produced by the process metrics sent to Cloud Monitoring. At that time, you may see an increase in usage on the **Metric Volume** SKU.

What changed and why?

We introduced [pricing](#) for certain metrics ingested into Cloud Monitoring. Previously, process metrics were excluded from pricing due to stability issues with their collection and ingestion. We have corrected those issues, and have also built a comprehensive suite of troubleshooting and resource attribution dashboards on top of these metrics.

We plan to launch these new capabilities **by August 1, 2021**, and this will unlock the ability to understand what's happening inside of your VMs and attribute where (on which processes) your resources are being consumed. While we did not charge for these metrics originally due to issues with instability, we know that our decision to charge for them now could worry users with high volumes. For this reason we are only charging 5% of the standard rate for metric ingestion for process metrics (our average cost for ingestion).

What do I need to do?

While no specific action is required (the billing change will be automatic), you should review our documentation to estimate how this change will impact your Monitoring volume. If you want to estimate

the impact to your total billable ingestion volume or turn these metrics off, please visit the Guide on [Managing process metrics](#). We estimate that the impact will be <5% increase in your chargeable volume for metrics from the `agent.googleapis.com` group. We also provide [simple instructions](#) on how to turn off the collection of these metrics.

Your affected accounts are below:

- Billing Account: `${account_id}`

If you have any questions or require assistance, please contact [Google Cloud Billing Support](#).

Thanks for choosing Cloud Monitoring.

Sincerely,

The Google Cloud Monitoring Team

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You have received this service announcement to update you about important changes to Google Cloud Platform or your account.