



VMware Service Level Agreements Guide

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This VMware Service Level Agreements Guide summarizes the service level information for VMware Cloud Services, as provided in the VMware General Terms and the Cloud Services Exhibit to the General Terms, available at www.vmware.com/agreements.

Each Cloud Service is subject to the full Service Level Agreement terms (“SLA”) applicable for that Cloud Service, which can be found by following the hyperlink in that Cloud Service’s table.

VMware AppDefense	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
VMware AppDefense SLA	

VMware Application Catalog	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
VMware Application Catalog SLA	

VMware Carbon Black Cloud and VMware Carbon Black Hosted EDR	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.5%	5%
Less than 99.5% but greater than or equal to 97.0%	10%
Less than 97.0% but greater than or equal to 95%	25%
Less than 95.0%	100%
VMware Carbon Black Cloud and VMware Carbon Black Hosted EDR SLA	

VMware Cloud Director Service	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%

[Full VMware Cloud Director Service SLA](#)

VMware Cloud Disaster Recovery

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%

[VMware Cloud Disaster Recovery SLA](#)

VMware Cloud on AWS

Monthly Uptime Percentage	Service Credit Percentage
SDDC Infrastructure – Single Availability	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
SDDC Infrastructure – Stretched Cluster	
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
SDDC Management	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
VMware Site Recovery Management	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%

[VMware Cloud on AWS SLA](#)

VMware Cloud on AWS Outposts

Monthly Uptime Percentage	Service Credit Percentage
SDDC Infrastructure	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
SDDC Management	

Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
VMware Cloud on AWS Outposts SLA	

VMware Cloud on Dell EMC	
SDDC Infrastructure	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 98.9%	10%
Less than 98.9%	30%
SDDC Management	
Less than 99.9% but greater than or equal to 98.9%	5%
Less than 98.9%	15%
VMware Cloud on Dell EMC SLA	

CloudHealth by VMware	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 95.0%	10%
Less than 95.0% but greater than or equal to 90.0%	20%
Less than 90.0% but greater than or equal to 85.0%	30%
Less than 85.0%	50%
CloudHealth by VMware SLA	

CloudHealth Secure State	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 95.0%	10%
Less than 95.0% but greater than or equal to 90.0%	20%
Less than 90.0%	30%
CloudHealth Secure State SLA	

VMware Horizon Service	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.5%	10%
Less than 99.5% but greater than or equal to 99.0%	20%
Less than 99.0%	30%
VMware Horizon Service SLA	

VMware Lab Platform	
Monthly Uptime Percentage	Service Credit Percentage
Lab Platform – Student Interface	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
Lab Platform – Administration Interface	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
Orchestration Operations	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
Hosted Cloud Service (Multi-Zone)	
Less than 99.95% but greater than or equal to 99.90%	10%
Less than 99.90%	30%
Hosted Cloud Service (Single Zone)	
Less than 99.5% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
VMware Lab Platform SLA	

VMware NSX Advanced Load Balancer	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but greater than or equal to 95.0%	10%

Less than 95.0% but greater than or equal to 90.0%	20%
Less than 90.0%	30%
VMware NSX Advanced Load Balancer SLA	

VMware Remote Help	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.5%	10%
Less than 99.5% but greater than or equal to 99.0%	20%
Less than 99.0%	30%
VMware RemoteHelp SLA	

VMware SD-WAN, VMware Secure Access, VMware Cloud Web Security	
Monthly Uptime Percentage	Service Credit Percentage
VMware SD-WAN: 99.99%	N/A
VMware Secure Access: 99.90%	N/A
VMware Cloud Web Security 99.99%	N/A
VMware SD-WAN, VMware Secure Access, VMware Cloud Web Security SLA	

VMware Tanzu Mission Control	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	See SLA
VMware Tanzu Mission Control SLA	

VMware Tanzu Observability by Wavefront	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95%	10%
VMware Tanzu Observability by Wavefront SLA	

VMware Tanzu Service Mesh, built on VMware NSX	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95%	See SLA

[VMware Tanzu Service Mesh, built on VMware NSX SLA](#)

VMware vRealize Automation Cloud

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%

[VMware vRealize Automation Cloud SLA](#)

VMware vRealize Log Insight Cloud

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%

[VMware vRealize Log Insight Cloud SLA](#)

VMware vRealize Network Insight Cloud

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%

[VMware vRealize Network Insight Cloud SLA](#)

VMware vRealize Operations Cloud

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%

[VMware vRealize Operations Cloud SLA](#)

VMware vSAN+

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	See SLA

[VMware vSAN+ SLA](#)

VMware vSphere Advantage

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	See SLA

[VMware vSphere+ SLA](#)

VMware Workspace ONE

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but greater than or equal to 99.5%	10%
Less than 99.5% but greater than or equal to 99.0%	20%
Less than 99.0%	30%

[VMware Workspace ONE SLA](#)