



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

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

VMware Aria Automation for Secure Clouds	
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%
VMware Aria Automation for Secure Clouds SLA	

VMware Aria Cost powered by CloudHealth	
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%
VMware Aria Cost powered by CloudHealth SLA	

VMware Aria Guardrails	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.90%	10%
VMware Aria Guardrails SLA	

VMware Aria Operations for Applications	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95%	10%
VMware Aria Operations for Applications SLA	

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

VMware Aria Operations for Logs	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
VMware Aria Operations for Logs SLA	

VMware Aria Operations for Networks

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
VMware Aria Operations for Networks 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%
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 Flex Storage	
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 Flex Storage SLA	

VMware Cloud Foundation +	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	10%
VMware Cloud Foundation + 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	

VMware HCX+	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	5%
VMware HCX+ 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 SD-WAN Client, VMware Secure Access, VMware Cloud Web Security and VMware Edge Network Intelligence	
Monthly Uptime Percentage	Service Credit Percentage
VMware SD-WAN: 99.99%	N/A
VMware SD-WAN Client: 99.99%	N/A
VMware Secure Access: 99.90%	N/A
VMware Cloud Web Security 99.99%	N/A
VMware Edge Network Intelligence 99.90%	N/A
VMware SD-WAN, VMware SD-WAN Client, VMware Secure Access, VMware Cloud Web Security and VMware Edge Network Intelligence SLA	

VMware Tanzu Insights	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.90%	See SLA
VMware Tanzu Insights SLA	

VMware Tanzu Mission Control	
Monthly Uptime Percentage	Service Credit Percentage

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

VMware vSphere +	
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	

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%
VMware Horizon Service SLA	

VMware RemoteHelp	
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%
VMware RemoteHelp SLA	