



## 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](http://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%
<a href="#">VMware Application Catalog SLA</a>	

VMware Aria Automation	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
<a href="#">VMware Aria Automation SLA</a>	

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%
<a href="#">VMware Aria Automation for Secure Clouds SLA</a>	

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%
<a href="#">VMware Aria Cost powered by CloudHealth SLA</a>	

VMware Aria Guardrails	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.90%	10%
<a href="#">VMware Aria Guardrails SLA</a>	

VMware Aria Operations for Applications	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95%	10%
<a href="#">VMware Aria Operations for Applications SLA</a>	

VMware Aria Operations	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
<a href="#">VMware Aria Operations SLA</a>	

VMware Aria Operations for Logs	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
<a href="#">VMware Aria Operations for Logs SLA</a>	

**VMware Aria Operations for Networks**

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	10%
<a href="#">VMware Aria Operations for Networks SLA</a>	

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%
<a href="#">VMware Carbon Black Cloud and VMware Carbon Black Hosted EDR SLA</a>	

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%
<a href="#">VMware Cloud Director Service SLA</a>	

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%
<a href="#">VMware Cloud Disaster Recovery SLA</a>	

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%
<a href="#">VMware Cloud Flex Storage SLA</a>	

VMware Cloud Foundation +	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	10%
<a href="#">VMware Cloud Foundation + SLA</a>	

VMware Cloud on AWS	
Monthly Uptime Percentage	Service Credit Percentage
<b>SDDC Infrastructure – Single Availability</b>	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
<b>SDDC Infrastructure – Stretched Cluster</b>	
Less than 99.99% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
<b>SDDC Management</b>	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
<b>VMware Site Recovery Management</b>	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
<a href="#">VMware Cloud on AWS SLA</a>	

VMware Cloud on AWS Outposts	
Monthly Uptime Percentage	Service Credit Percentage

<b>SDDC Infrastructure</b>	
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0%	30%
<b>SDDC Management</b>	
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0%	15%
<a href="#">VMware Cloud on AWS Outposts SLA</a>	

<b>VMware Cloud on Dell EMC</b>	
<b>SDDC Infrastructure</b>	
<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.9% but greater than or equal to 98.9%	10%
Less than 98.9%	30%
<b>SDDC Management</b>	
Less than 99.9% but greater than or equal to 98.9%	5%
Less than 98.9%	15%
<a href="#">VMware Cloud on Dell EMC SLA</a>	

<b>VMware HCX+</b>	
<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.5%	5%
<a href="#">VMware HCX+ SLA</a>	

<b>VMware Horizon Service</b>	
<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
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%
<a href="#">VMware Horizon Service SLA</a>	

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

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%
<a href="#">VMware NSX Advanced Load Balancer SLA</a>	

VMware NSX+	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9%	5%
<a href="#">VMware NSX+ SLA</a>	

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%
<a href="#">VMware RemoteHelp SLA</a>	

VMware SD-WAN, VMware SD-WAN Client, VMware Secure Access, VMware Cloud Web Security	
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
<a href="#">VMware SD-WAN, VMware SD-WAN Client, VMware Secure Access, VMware Cloud Web Security and VMware Edge Network Intelligence SLA</a>	

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
<a href="#">VMware Tanzu Service Mesh, built on VMware NSX SLA</a>	

VMware vSAN+	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	See SLA
<a href="#">VMware vSAN+ SLA</a>	

VMware vSphere +	
Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5%	See SLA
<a href="#">VMware vSphere+ SLA</a>	

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%
<a href="#">VMware Workspace ONE SLA</a>	