VMware vSphere+ and VMware vSAN+ Pricing and Packaging – FAQ

vSphere+ & vSAN+ Pricing and Packaging Overview

General Questions

Q. What is the pricing and packaging model?

A. vSphere+ is available as a prepaid commitment for 1-, 3-, or 5-year subscription terms.

Note vSAN+ has the same structure and is configured as an add on to vSphere+, so a customer must have a new or existing vSphere+ subscription for vSAN+ to add on to.

Q. What is the billing model?

A. vSphere+ and vSAN+ utilize the Commit + Overages billing model, whereby a customer must commit to a specific amount, and any metered usage that exceeds the commit subscription will incur overages charges and will be billed monthly in arrears.

Q. What is the licensing model?

A. vSphere+ and vSAN+ are licensed per physical core, and there is a licensing requirement of a minimum of 16 cores per CPU.

Q. What is the minimum number of cores per CPU that a customer must purchase?

A. Customers will be charged for all physical cores in a CPU. A minimum of 16 cores per CPU is required to be purchased. For example, a customer with 8 cores in a CPU will be required to purchase 16 cores of vSphere+/vSAN+.

Q. What payment methods can a customer use to pay for vSphere+ & vSAN+?

A. vSphere+ & vSAN+ can only be purchased using a PO and invoice process. vSphere+ is not yet eligible to be paid for with SPP credits.

Q. Are there going to be multiple editions of vSAN+ like we have with vSAN perpetual licenses?

A. At launch there will only be one edition available which will reflect entitlement to access and use the same feature set as available with perpetual licenses based on the vSAN Enterprise edition.

Q. Is there a vSphere+ and vSAN+ free trial?

A. Yes. A free trial can be initiated by sending a request to 'arctic@vmware.com'.

Q. What customer segments are available?

A. Currently, only the commercial segment. Academic and Federal segment availability will come later.

vSphere+ & vSAN+ Usage Questions

Metering & Overages

Q. How is usage metered?

A. On an hourly basis, each vCenter determines the number of cores across all its hosts (enforcing the minimum 16 cores per CPU requirement), and the total cores across all vCenters is summed to determine the hourly usage.

Q. How are overages calculated and billed?

A. Usage is metered hourly. Any usage above the commit is considered overage usage. The number of overage core-hours is summed up at the end of the month and billed in arrears. At any given hour, if the customer reduces their usage to their commit level or below, the customer will not be charged overages for that hour.

Q. How are overages billed when an order has been transacted through a distributor/reseller?

A. VMware will bill the distributors directly for any overages incurred by the end customer. Each month, the end customer overages for vSphere+ and vSAN+ for that month will be included as part of an overall monthly pro-forma invoice that is sent to the distributor. The distributor will issue a PO against each line item, including the vSphere+ & vSAN+ overages line, and VMware will invoice the distributor against the PO. The distributor is responsible for billing and collecting overages from the reseller, and the reseller is responsible for billing and collecting overages from the end customer.

Q. How will customers know if they are incurring overages?

A. There is currently no proactive notification to customers that they are incurring overages. At a given time,

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customers can manually determine if they are incurring any overages by comparing the total cores in the "Subscriptions" screen to the total cores in the "Subscription Usage" screen of the VMC console. In any overage scenarios, customers will be billed for any overages occurred on a monthly basis in arrears. Any billing disputes should follow the standard VMware RMA process.

vSphere+/vSAN+ Subscription Upgrade Program

Q.   How does vSphere+ in the Subscription Upgrade Program (SUP) work?

A. As part of the Subscription Upgrade Program (SUP), a customer can choose to upgrade eligible perpetual licenses to vSphere+. For each eligible perpetual license that is upgraded to vSphere+, the customer will need to relinquish the rights to that perpetual license, and in turn, purchase vSphere+ cores.

SUP for vSAN+ would follow the same process.

Q.   What are the vSphere+ SUP requirements?

A. vSphere+ is licensed Per Core with a minimum of 16 Cores per CPU required. VMware per-CPU licensing policy allows 32 cores maximum per CPU. ([Link](#)) This Subscription Upgrade Program is defined as the customer trades in 1 per-CPU license of vSphere Enterprise Plus and is charged at 16 vSphere+ cores. If a customer has >16 cores assigned to the per-CPU license that they are trading in, the customer must provide documentation proving the number of hardware cores assigned to their traded-in Per-CPU license was >16 cores if the customer wishes to have the cores above 16 fully discounted. This discount is only valid for the first term of the subscription, and the customer's Renewal price will be based on the total number of assigned cores in the original per-CPU license being traded in.

SUP requirements for vSAN+ would be identical, except the customer is trading in vSAN Enterprise.

Q.   For customers who had 17-32 cores assigned to their traded-in perpetual license, how can customers get those cores discounted?

A. The customer must provide documentation proving the number of hardware cores assigned to their traded-in Per-CPU license was >16 cores if the customer wishes to have the cores above 16 fully discounted

Q.   What is the renewal price for the SUP transaction?

A. The price for the renewal (second term) and beyond is based on the total number of cores activated in a CPU, not just the first 16. Any additional cores above 16 that were fully discounted for the first term will not receive the discount for the renewal (second term) and beyond.

Q.   What quantity will be used as the customer's baseline for overages?

A. The defined quantity of assigned cores for each CPU license that was traded in will be the baseline quantity above which overages will be metered and calculated.

Q.   Can a customer do an expansion or trade in more perpetual licenses during the middle of an existing subscription?

A. Yes, any expansion will be at the Net New list price. Any additional SUP will be another unique SUP transaction that follows the process.

Q.   What vSphere perpetual licenses are eligible for the SUP?

A. Only vSphere Enterprise or vSphere Enterprise Plus perpetual licenses are eligible to be upgraded through the SUP. vCenter perpetual licenses are not eligible for the SUP. However, customers will continue to retain their rights to their vCenter perpetual licenses and can determine whether to renew SnS for the perpetual vCenter.

Q.   What vSAN perpetual licenses are eligible for the SUP?

A. Only vSAN Enterprise perpetual licenses are eligible to be upgraded through the SUP.

Note, customers that have purchased vSAN Enterprise Plus, which is a soft bundle consisting of two

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components, vSAN Enterprise and vRealize Operations Advanced, can SUP the vSAN Enterprise component to vSAN+.

Q.   Will a customer get a refund for unused SnS associated with a perpetual license that is upgraded as part of the SUP?

A. Yes, mid-term SUP will be supported for GA.

Q.   Is the customer required to be active on Support to Subscription Upgrade to vSphere+?

A. Yes, the customer must be active on Production or Basic Support and Subscription (SnS) to Subscription Upgrade to vSphere+. No additional discounting is allowed for customers on Basic SnS (Basic SnS customers must pay same amount as Production SnS customers).

This SnS requirement also applies in order to upgrade to vSAN+. However, in the case of vSAN, Basis SnS can be disregarded as only Production is offered.

vSphere+ Product Questions for Customers

General Product Related Questions

Q.   Can a customer have both vSphere+ and vSphere/vCenter perpetual in the same environment?

A. Yes, both vSphere+ and vSphere/vCenter perpetual can exist in the same customer environment. However, a vSphere+ vCenter can only manage a vSphere+ ESXi, and a perpetual vCenter can only manage a perpetual vSphere/ESXi.

Q.   What VMware products are compatible with VMware vSphere+?

A. Refer to the interoperability matrix linked here for vSphere+.

vSphere+ is not currently compatible with vSAN perpetual, NSX-V, Site Recovery Manager (SRM), or vCloud Suite (vCS). Customers wanting to use vSphere with these products should continue to use vSphere perpetual licenses at this time.

Q.   What terms and conditions govern vSphere+?

A. vSphere+ is governed by the vSphere+ Service Description. vSphere+ is subject to the same Terms of Service that apply to VMware commercial cloud and hosted services, which customers will be required to accept – no exceptions will be granted.

Q.   What happens if a customer does not renew the vSphere+ subscription?

A. Unless the customer renews or purchases a new vSphere+ subscription, upon expiration of a committed subscription term, if there is no other active subscription associated with the organization, the customer will lose access to all service offering components. There would be no Support from VMware Global Support in this scenario.

Q.   How can customers make changes to existing vSphere+ subscriptions?

A. Any changes to existing vSphere+ subscriptions, e.g., adding additional cores, extending the term, will be treated as new independent subscriptions. Co-terming will be available for GA.

Q.   Does the vCenter and ESXi on-premise need to stay connected to the VMC Console through the Cloud Gateway in order for vSphere+ to function?

A. Yes, the on-premises components must be connected to the VMC Console (through the Cloud Gateway) for the vSphere+ service to function. However, if the on-premises components lose connectivity to the VMC Console temporarily (e.g., if the Cloud Gateway goes down due to an internet outage), the VMs will continue to run. The customer super admin can also grant temporary access to the on-premises vCenter/ESXi through a break glass/emergency procedure. Customers' vSphere and vCenter environments do not go offline if internet connectivity is lost nor is the Customer entitlement of vSphere and vCenter impacted. vSphere+ does not change how our customers operate their vCenter and vSphere infrastructure.

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vSAN+ Product Questions for Customers

General Product Related Questions

Q. What VMware products are compatible with VMware vSAN+?

A. Refer to the interoperability matrix linked here for vSAN+.

vSAN+ is not currently compatible with vSphere perpetual, NSX-V, Tanzu Basic, Site Recovery Manager (SRM). Customers wanting to use vSAN with these products should continue to use vSAN perpetual licenses at this time.

Q. Can I mix and match vSAN perpetual with vSAN+ in a cluster?

A. Customers cannot mix and match vSAN perpetual licenses and vSAN+ in the same environment. Since vSAN is licensed at the cluster level, all licenses within the cluster must have uniform licensing

- Either all nodes use perpetual licenses or entitled
- Or all nodes are entitled to vSAN+

Q. Since vSAN+ is configured as an add on to vSphere+, does the vSAN+ subscription co-term to vSphere+?

A. Yes, when a customer purchases a vSAN+ subscription, it attaches to the underlying Service Identification Number for vSphere+ and co-term to the end date. Note, that there are multiple types of co-terming, including expansion, short, and forward co-terming.

Q. What terms and conditions govern vSAN+?

A. Similar to vSphere+, vSAN+ is governed by the vSAN+ Service Description. vSAN+ is subject to the same Terms of Service that apply to VMware commercial cloud and hosted services, which customers will be required to accept – no exceptions will be granted.

Q. What happens if a customer does not renew the vSAN+ subscription?

A. Unless the customer renews or purchases a new vSAN+ subscription, upon expiration of a committed subscription term, if there is no other active subscription associated with the organization, the customer will lose access to all service offering components. There would be no Support from VMware Global Support in this scenario.

Note that a customer is not able to renew the vSAN+ subscription, while allowing the vSphere+ subscription to expire. Since vSAN+ is an add on to vSphere+, it is dependent on the vSphere+ subscription being current.