

VMware vSphere Loyalty Program

Terms and Conditions / FAQs

Introduction

- Designed for VMware EVO:RAIL™ customers, the VMware vSphere® Loyalty Program allows customers to apply VMware vSphere Enterprise Plus licenses to their VMware EVO:RAIL appliances. This allows customers to preserve their existing investment in VMware software, reducing the overall cost of an EVO:RAIL purchase.
- Customers with licenses obtained through Enterprise Licensing Agreements, OEM Partners, distribution, or other resale channels are eligible for the vSphere Loyalty Program.

Terms and Conditions

- To be eligible, a customer needs to have a minimum of 8 CPUs available from 1 or multiple vSphere Enterprise Plus licenses to commit to one EVO:RAIL appliance.
- The 8 vSphere Enterprise Plus CPUs must have support that originated from and be under current contract with either VMware or with the Qualified EVO:RAIL Partner (QEP) from which the EVO:RAIL appliance is being purchased.
- Customer agrees to receive support from his preferred QEP for all the EVO:RAIL components, including the vSphere Enterprise Plus licenses, once installed on the appliance.
- Customer agrees to maintain support on all vSphere Enterprise Plus licenses applied to the appliance under the original support agreement with the original vendor.
- Subject to the original end user license terms with VMware, customer keeps the entitlement for all vSphere Enterprise Plus licenses at the end of life of the EVO:RAIL appliance.
- Customer agrees to enter the EVO:RAIL vSphere Loyalty Program for 1-5 years.

FAQs

Q. Is a customer with fewer than 8 CPU vSphere Enterprise Plus license(s) eligible for the vSphere Loyalty Program?

A. No, a customer needs 8 CPU vSphere Enterprise Plus license(s) and must be current on Support and Subscription Services (SnS) to be eligible for the EVO:RAIL vSphere Loyalty Program.

Q. Can a customer use vSphere Enterprise Plus licenses purchased as part of an Enterprise License Agreement (ELA)?

A. Yes – as long as the customer has 8 vSphere Enterprise Plus CPUs available from 1 or multiple vSphere Enterprise Plus

licenses to commit to 1 (one) EVO:RAIL appliance and is under a current support contract (originated from and under current contract with either VMware or the same QEP from which the EVO:RAIL appliance is being purchased.)

Q. Which licenses are eligible for this program?

- A.
- vSphere Enterprise Plus licenses under current support from VMware
 - vSphere Enterprise Plus licenses under current support from a QEP (provided customer purchases EVO:RAIL vSphere Loyalty Program from this same QEP)

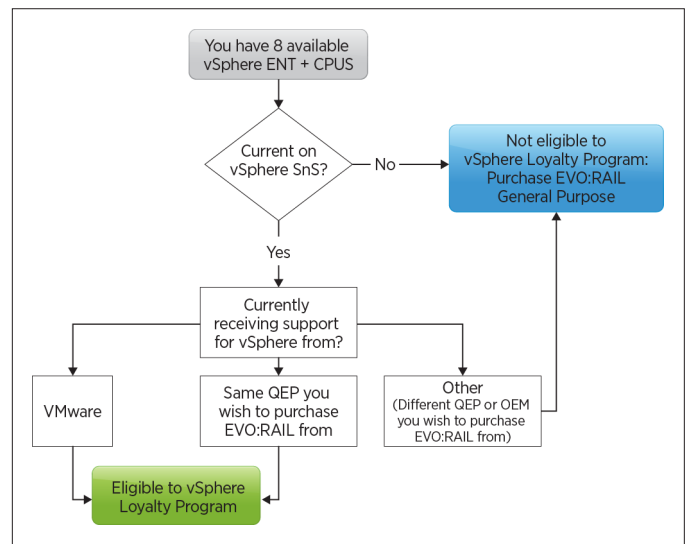


Figure 1: vSphere Loyalty Program Eligibility Flow

Q. How does a customer identify the vSphere Enterprise Plus license used on EVO:RAIL?

- A. Before activating the product,
- Group/Split 8 vSphere Enterprise Plus CPUs into a single license key. The appliance will only accept 1 license key to cover all 8 CPUs. Grouping or splitting licensing can be done at my.vmware.com.
 - Create a folder called “EVORAIL” within My VMware® with the 8 vSphere Enterprise Plus CPU license.

vSphere licenses used for the EVO:RAIL vSphere Loyalty program are covered by VMware vSphere End User License Agreement (http://www.vmware.com/download/eula/esxi50_eula) and VMware reserve the right to audit at any time.

Q. How does a customer enter the vSphere Enterprise Plus license into the EVO:RAIL appliance?

A. Licensing under vSphere Loyalty program is very simple. Initially, customer enters the EVO:RAIL license in EVO:RAIL engine, which recognizes the vSphere Loyalty Program license and prompts for more licenses. EVO:RAIL engine informs the customer about the license capacity required to license one appliance as a single unit. Based on the information provided by the EVO:RAIL engine, customer provides a license which is of equal or greater capacity. EVO:RAIL engine informs the customer whether licensing was successful or if there were any errors in the process.

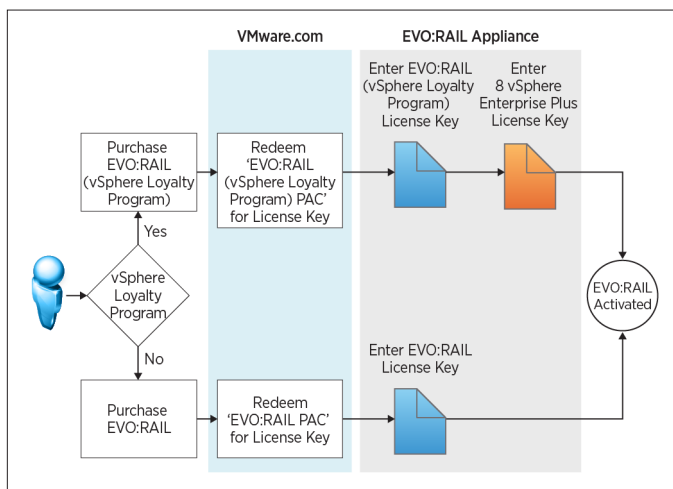


Figure 2: EVO:RAIL Hyper-converged Infrastructure Appliance Activation Flow

Q. Can the customer use expiring Enterprise Plus license?

A. No. ALL licenses under vSphere Loyalty Program must be perpetual (non-expiring).

Q. Which vSphere version can I use for the vSphere Loyalty Program?

A. Customers must use vSphere 5.x or greater license key for the vSphere Loyalty Program. vSphere 4.x license keys are not currently supported. Independently, from the vSphere version of license key used for vSphere Loyalty Program, the appliance will be running the vSphere version enabled by the EVO:RAIL software.

Q. Can a customer use vSphere license that is not Enterprise Plus (i.e. Essentials, Essentials Plus, Standard or Enterprise)?

A. No. Customer needs to enter a vSphere Enterprise Plus license in the appliance. However, a customer can purchase an upgrade to Enterprise Plus to become eligible for the vSphere Loyalty Program.

Q. Can a customer use vSphere Enterprise Plus license from vSphere with Operations Management Enterprise Plus, vCloud Suite or Horizon Suite?

A. Customers with EVO:RAIL version 1.2 or later are eligible to leverage existing stand-alone vSphere Enterprise Plus licenses or vSphere Enterprise Plus licenses that are part of vSphere with Operations Management Enterprise Plus, vCloud Suite or Horizon Suite as long as vSphere is version 5.x or above. Please confirm eligibility with your partner.

Q. Can the customer use the same vSphere Enterprise Plus license to license all appliances in the cluster?

A. Yes. As long as the license key has sufficient capacity, the customer can use the same license key to license all appliances in the cluster. EVO:RAIL engine will inform the customer if license is not sufficient to license the entire appliance.

Q. Can a customer partially license individual components in an appliance? For example, out of 4 hosts in an appliance, can the customer license only 2 hosts?

A. No. Appliance licensing is treated as a single unit and license should have enough capacity to license the complete appliance.

Q. Can a customer mix and match EVO:RAIL appliances and vSphere Loyalty Program appliances within the same cluster?

A. No, a customer must use the same type of licensing within a cluster.

Q. What happens if a customer does not maintain support on the vSphere Enterprise Plus licenses applied to the appliance?

A. Customer will not be eligible for the vSphere Loyalty Program.

Q. What happens if a customer does not renew support contracts for vSphere Enterprise Plus licenses?

A. Customer will not be compliant and will not receive Level 3 support for the EVO:RAIL appliance.

Q. Who should a customer call for support?

A. Customer must call his QEP (from which he purchased the EVO:RAIL appliance) for support of all the components (EVO:RAIL engine, vSphere, VMware Virtual SAN™, VMware vCenter Server™, VMware vRealize™ Log Insight™, and hardware). VMware will provide level 3 support to the customer through the QEP.

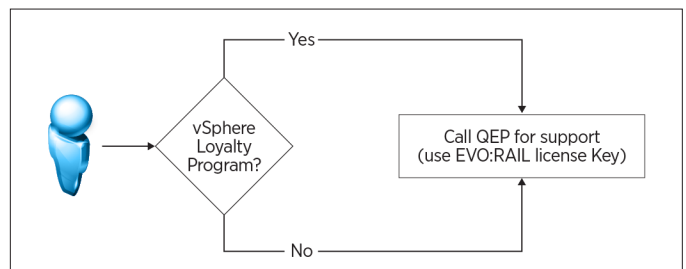


Figure 3: Support Flow is the same for all EVO:RAIL customers

Q. What happens if a customer calls VMware for support with the vSphere licenses used in the EVO:RAIL vSphere Loyalty Program?

A. VMware will redirect the support call to the customer's QEP.

Q. How does a customer renew vSphere Enterprise Plus licenses?

A. The process to renew support is simple:

- EVO:RAIL appliance support is renewed directly with the QEP
- vSphere Enterprise Plus support is renewed with the entity who sold the vSphere licenses

Please note that it is the responsibility of the customer to ensure that he is current on support for both vSphere Enterprise Plus licenses and the EVO:RAIL appliance.

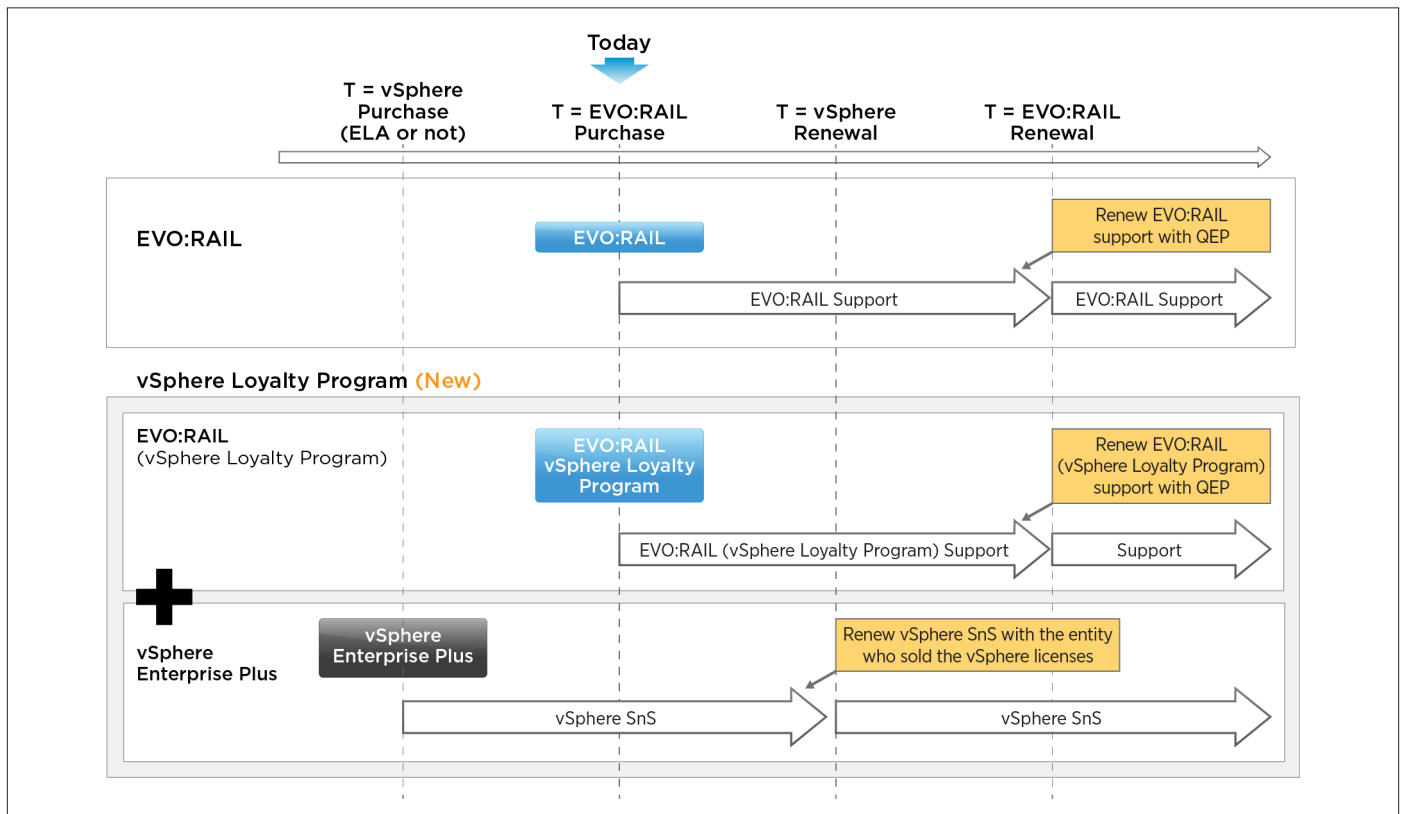


Figure 4: Renewal Process (vSphere Loyalty Program)

Q. Can a customer ‘upgrade’ from vSphere Loyalty Program to EVO:RAIL (appliance with all the EVO:RAIL Software bundle including vSphere) during the term period defined in the support contract?

A. No, a customer agrees to enter vSphere Loyalty Program for the duration of the support contract (1-5 years).

Q. What happens to the EVO:RAIL appliance at the end of the Support term (1-5 years)?

A. At the end of the Support term:

- vSphere Enterprise Plus (perpetual) licenses that were used for the vSphere Loyalty Program can be reused for a new vSphere Loyalty Program purchase or they can be transferred to a different solution (e.g., Virtual SAN Ready Nodes).
- All the other EVO:RAIL suite licenses purchased with the EVO:RAIL appliance (e.g., EVO:RAIL engine, Virtual SAN, vCenter Server, vRealize Log Insight) are non-transferrable.

