

# Subscription Upgrade Program for Horizon

## Q. What is the Subscription Upgrade Program?

A. The Subscription Upgrade Program for Horizon offers discounted pricing to customers with perpetual VMware Horizon® licenses who want to upgrade to subscription SaaS or Term Horizon entitlements. Discounts for this program are up to 50 percent or more of the MSRP (list price) of SKUs with equivalent entitlement.

With a Horizon subscription SaaS-based entitlement, you can deploy desktops and apps on-premises or in the public cloud and consume SaaS services through the cloud-hosted Horizon Control Plane console. With a subscription Term license, you can deploy on-premises and provide a minimum feature set that is equivalent to your corresponding perpetual license.

As part of the Subscription Upgrade Program, upgraded Horizon perpetual licenses must be relinquished. If your goal is to keep and run your perpetual Horizon licenses, do not use this program. Instead, purchase Horizon subscription SaaS or Term licenses outside of the Subscription Upgrade Program.

## Q. What is the value of upgrading to a subscription SaaS entitlement?

A. A Horizon subscription SaaS entitlement delivers license portability and the ability to run Horizon in your public cloud environment or on-premises. It also provides access to the Horizon Control Plane and SaaS services hosted on the control plane.

## Q. What is the time frame for this promotion?

A. The Subscription Upgrade Program is effective now. There is no specific end date, but VMware reserves the right to end the program with a 60-day notice.

## Q. What are the requirements of the Subscription Upgrade Program?

A. To be eligible, you must own Horizon perpetual licenses and be active on Subscription and Support (SnS). You can take advantage of this promotion at the time of renewal of your SnS contract. If you want to upgrade while you are in your SnS contract term, contact your VMware or partner sales team.

If Customer receives its entitlement to a Horizon cloud service (including Horizon Universal Subscription, Horizon Enterprise Plus Subscription, Horizon Standard Plus Subscription, Horizon Apps Universal Subscription, and Horizon Apps Standard Subscription) through the VMware Subscription Upgrade Program, Customer must install the Horizon Cloud Connector or the Edge Gateway to connect to the cloud-hosted Horizon Control Plane within 90 days after Customer receives its entitlement. Failure to connect to the Horizon Control Plane within 90 days will result in Customer losing access to support (including upgrades) of Customer's on-premises environment and installer files (as well as the binaries needed to connect to the Horizon Control Plane).

## Q. What are the terms and conditions for the Subscription Upgrade Program for Horizon?

A. See the [Terms and Conditions document](#).

## Q. What Horizon subscription options are available?

A. Visit the [Horizon web page](#) to learn more about the subscription options and compare what each subscription offers. Here is a summary of our Horizon Universal Subscription, Horizon Standard Plus Subscription and Horizon Enterprise Plus Subscription.

**Horizon Universal Subscription** offers powerful desktop and app delivery with a full suite of cloud management services for hybrid cloud deployment.

- Windows VDI, Linux VDI, Windows multi-session desktops, Windows and Linux virtual application delivery
- Premium management features
- Full set of security and user experience features
- Flexibility to deploy on-premises and/or in the cloud

Horizon Standard Plus Subscription and Horizon Enterprise Plus Subscription are two new Horizon SaaS subscription editions. In addition to the Horizon Universal Subscription features, the new Horizon Plus Subscription editions give you the option to upgrade your Horizon perpetual licenses to subscription as part of the Horizon Subscription Upgrade Program.

**Q. What upgrade options are available?**

A. This table summarizes the available upgrade paths to make your Horizon environment even more valuable. NU stands for named user and CCU stands for concurrent user.

From (Perpetual or Subscription SaaS)	To (Subscription SaaS or Subscription Term)
Horizon Standard Perpetual, NU	Horizon Universal Subscription, NU
Horizon Standard Perpetual, CCU	Horizon Standard Plus Subscription, CCU
	Horizon Enterprise Plus Subscription, CCU
	Horizon Universal Subscription, CCU
	Horizon Standard Term, CCU
Horizon Advanced Perpetual, NU	Horizon Enterprise Term, NU or CCU
	Horizon Universal Subscription, NU
	Horizon Advanced Term, NU
	Horizon Enterprise Plus Subscription, NU
Horizon Advanced Perpetual, CCU	Horizon Universal Subscription, CCU
	Horizon Advanced Term, CCU
	Horizon Enterprise Term, CCU
	Horizon Enterprise Plus Subscription, CCU
Horizon Enterprise Perpetual, NU	Horizon Universal Subscription, NU
	Horizon Enterprise Term, NU
	Horizon Enterprise Plus Subscription, NU
Horizon Enterprise Perpetual, CCU	Horizon Universal Subscription, CCU
	Horizon Enterprise Term, CCU
	Horizon Enterprise Plus Subscription, CCU
Horizon Apps Standard Perpetual, NU	Horizon Apps Universal Subscription, NU
	Horizon Apps Standard Term, NU

From (Perpetual or Subscription SaaS)	To (Subscription SaaS or Subscription Term)
Horizon Apps Advanced Perpetual, NU	Horizon Apps Universal Subscription, NU
	Horizon Apps Advanced Term, NU
Horizon Apps Standard Perpetual, CCU	Horizon Apps Universal Subscription, CCU
	Horizon Apps Standard Term, CCU
Horizon Apps Advanced Perpetual, CCU	Horizon Apps Universal Subscription, CCU
	Horizon Apps Advanced Term, CCU
VMware Workspace ONE® Enterprise Perpetual, NU (Horizon Enterprise Perpetual, NU + Workspace ONE Advanced)	Upgrade the two parts (Horizon Enterprise Perpetual, NU and Workspace ONE Advanced) separately
Horizon Standard Add-on Perpetual, NU	Horizon Universal Subscription (no VMware vSphere®), NU
Horizon Standard Add-on Perpetual, CCU	Horizon Standard Plus Subscription (no VMware vSphere), CCU
	Horizon Enterprise Plus Subscription (no vSphere), CCU
	Horizon Universal Subscription (no vSphere), CCU
Horizon Advanced Add-on Perpetual, NU	Horizon Enterprise Plus Subscription (no VMware vSphere), NU
	Horizon Universal Subscription (no vSphere), NU
Horizon Advanced Add-on Perpetual, CCU	Horizon Advanced Term (no vSphere), NU
	Horizon Enterprise Plus Subscription (no VMware vSphere), CCU
Horizon Advanced Add-on Perpetual, CCU	Horizon Universal Subscription (no vSphere), CCU
	Horizon Advanced Term (no vSphere), CCU
	Horizon Enterprise Plus Subscription (no VMware vSphere), NU
Horizon Enterprise Add-on Perpetual, NU	Horizon Universal Subscription (no vSphere), NU
	Horizon Enterprise Term (no vSphere), NU
	Horizon Enterprise Plus Subscription (no VMware vSphere), NU

From (Perpetual or Subscription SaaS)	To (Subscription SaaS or Subscription Term)
Horizon Enterprise Add-on Perpetual, CCU	Horizon Enterprise Plus Subscription (no VMware vSphere), CCU
	Horizon Universal Subscription (no vSphere), CCU
	Horizon Enterprise Term (no vSphere), CCU
Horizon Universal Subscription, NU	Horizon Universal Subscription, CCU

**SaaS Subscription**

Terms: 1 month, 3 months (Horizon Universal Subscription, Horizon Apps Universal Subscription, Horizon Apps Standard Subscription only), 1 year, 2 years, 3 years, 4 years, 5 years

**Payment options:**

- SUP SKUs – Prepaid only (recurring billing SUP SKUs, including monthly-pay and annual-pay, went EOA August 2022 as it is not a VMware SaaS standard)
- New and additional licenses (non-SUP) SKUs – monthly, annual and prepaid

Types: Commercial, Academic

**Term Subscription**

Terms: 3 months, 1 year, 2 years, 3 years, 4 years, 5 years

Payment: Prepaid

Types: Commercial, Academic, Federal

**Note:** The 1-month and 3-month subscriptions are intended for occasional burst capacity and short-term expansion, not for regular recurring billing terms.

**Q. If I purchase through a VMware channel partner, will my order be eligible for this program?**

A. Yes, purchases made through channel partners are eligible for this program.

**Q. Who is eligible for this promotion?**

A. The Subscription Upgrade Program is available to all commercial, academic and federal customers that have purchased Horizon perpetual licenses directly from VMware or through an authorized VMware channel partner. Additionally, you must have an active Subscription and Support (SnS) contract to be eligible for this program.

**Q. Are purchases through this upgrade program eligible for VMware purchasing programs?**

A. The Subscription Upgrade Program is not eligible for VMware purchasing programs (SPP or HPP). This program cannot be combined with any other promotion or discount for the same product.

**Q. Do academic discounts apply?**

A. Yes, academic upgrade SKUs are available.

**Q. Why upgrade to a subscription SaaS entitlement? Can I just run my perpetual licenses in the cloud?**

A. No, you cannot deploy your perpetual licenses in the public cloud pursuant to the [VMware Product Guide](#). A Horizon subscription SaaS entitlement, such as a Horizon Universal Subscription, provides license portability to the public cloud, and you can also deploy in your on-premises environment.

**Q. If I move from a Horizon perpetual license to a Horizon subscription, do I have to reinstall and configure Horizon?**

A. Not necessarily. If you have an existing on-premises Horizon deployment, you can change it to a subscription entitlement without redeploying. For subscription Term, you replace the perpetual key with the Term key. For subscription SaaS, you install the Horizon Cloud Connector appliance and connect to the control plane for license management. You can continue running your existing on-premises Horizon deployment after you are connected to the control plane.

**Q. If I upgrade my perpetual Horizon licenses to a Horizon SaaS or Term subscription, what happens to my perpetual Horizon licenses?**

A. After implementing the Subscription Upgrade Program for Horizon, you are no longer entitled to use the perpetual licenses that have been upgraded to Horizon subscription. This is described in the [Terms and Conditions](#) for the Subscription Upgrade Program for Horizon and also outlined in the [Service Description](#) for Horizon Service and the VMware Product Guide for Horizon Subscription.

### Q. Can I renew perpetual SnS instead of leveraging the Subscription Upgrade Program for Horizon?

A. Yes, you can renew perpetual SnS with a 1-year minimum term and a 5 percent price uplift. However, SnS cannot be sold beyond the Horizon 8 End of General Support (EOGS) date (August 11, 2025). Customers who have existing contracts with SnS beyond August 11, 2025 will have Technical Guidance on Horizon 8 only through August 11, 2027. For more information, see the [Product Lifecycle Matrix](#) for Horizon 8.

### Q. Can I upgrade some of my perpetual licenses but not all of them?

A. Yes, you can upgrade some of your perpetual licenses. You can run perpetual licenses and Term subscription licenses in the same environment. You can also run perpetual licenses and SaaS subscription licenses in the same environment if you are unable to upgrade your entire perpetual environment to SaaS because of different renewal dates for your SnS contract. In this case, you are allowed to connect your entire on-premises environment—which would be partially SaaS subscription and partially perpetual—to the Horizon Control Plane using the Horizon Cloud Connector for license management. However, besides license management, you cannot use any other control plane services for the desktop pools with perpetual licenses. At renewal of those SnS contracts, you must upgrade those perpetual licenses to SaaS subscription entitlements. See the [Terms and Conditions](#) for more details.

### Q. Is there a minimum number of licenses that I have to upgrade?

A. Yes, there are three general requirements.

- If you do not have an existing subscription environment (that is, no SID #), a minimum number of seats is required depending on which subscription license is purchased. Subscription Term licenses, Horizon Standard Plus Subscription, Horizon Enterprise Plus Subscription, and Horizon Apps Standard Subscription licenses have a 10-seat minimum.

- If you have an existing subscription SaaS environment, the minimum is 10 seats because the Horizon Universal Subscription and Horizon Apps Universal Subscription add-on licenses are sold in 10-seat packs versus 50-seat packs for core licenses.
- If your smallest perpetual pack is 100 seats, you can upgrade the entire pack or a portion, but you must give up the rest of the perpetual seats.

### Q. Can I change my mind and go back to perpetual licenses?

A. No, this is a one-way upgrade to Horizon subscription, but you can run all Horizon subscription licenses on-premises, including SaaS subscription licenses that require a connection to the Horizon Control Plane in the cloud to use SaaS services and access cloud deployment solutions.

### Q. What happens when my subscription license term expires?

A. Horizon Subscription Upgrade Program SKUs are not renewable. At your first renewal, annualized pricing increases are limited to a maximum of 10 percent for terms up to 2 years, and 15 percent for terms longer than that. See the [Terms and Conditions](#) for details.

### Q. Is Subscription and Support (SnS) required?

A. No, you do not need to purchase SnS services separately because production support is already included in all Horizon subscription licenses.

### Q. Who can I contact if I have questions?

A. Contact your VMware authorized reselling partner or VMware account representative if you have any questions.