

# Subscription Upgrade Program for VMware vRealize Operations

The Subscription Upgrade Program (SUP) for VMware vRealize® Operations™ provides a path for customers to upgrade perpetual vRealize Operations licenses to VMware vRealize Operations Cloud™ subscription licenses at a price reflecting the additional value. SKUs are transactable as of April 16, 2020.

## Terms and conditions

- The Subscription Upgrade Program for vRealize Operations delivers upgrade pricing on vRealize Operations Cloud licenses for customers who want to move from existing perpetual entitlements to subscription.
- For every vRealize Operations Cloud (subscription) license purchased through the SUP for vRealize Operations, the customer must own a corresponding vRealize Operations perpetual license from which to upgrade, and provide proof of ownership at the time of the quote request. Net-new licenses must be purchased using vRealize Operations Cloud SKUs (not the SUP for vRealize Operations SKUs).
- Customers must have active support and subscription (SnS) for their perpetual vRealize Operations licenses to be eligible for this program. Customers are not eligible for this program until SnS renewal.
- By participating in the SUP for vRealize Operations, customers are agreeing to relinquish their corresponding perpetual vRealize Operations licenses upon completion of their purchase.
- The SUP for vRealize Operations provides a one-way upgrade from perpetual to subscription.
- The SUP for vRealize Operations SKUs are non-renewable. The vRealize Operations Cloud SKUs should be used at renewal.
- Only customers who purchased perpetual licenses of vRealize Operations a la carte are eligible.
- The SUP for vRealize Operations is not eligible for the VMware Volume Purchasing Program or VMware Transactional Purchasing Program.
- The SUP for vRealize Operations cannot be combined with any other promotional discounts on the same product.