

# FAQ: VMware vCloud® Air™ Disaster Recovery First Month Free Promotion

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**Q. What is the current offer?**

**A.** During the promotional period, if you are a new customer who purchases a VMware vCloud Air Disaster Recovery subscription greater than one (1) month, you are eligible to receive the first month at no charge. In addition, you have the right to cancel your service within the first 30 days, with no penalty. This can be used for initial purchases of Disaster Recovery, core and add on capacity.

**Q. What is the timeframe for this promotion?**

**A.** The promotion is valid between September 26, 2015 and December 25, 2015 at 11:59 p.m. Pacific Time.

**Q. Does anything need to be included with the order to qualify?**

**A.** If the order is placed through an authorized VMware reseller, reseller will be able to qualify your order for the promotional benefit. Please contact your reseller for additional details.

If you place your order direct through VMware, the promotional SKU must be placed directly on your order to qualify for the promotional benefit.

**Q. Is this promotion available through my channel partner?**

**A.** Yes, this promotion is available through all authorized reselling partners during the promotion period.

**Q. Can this offer be used for a renewal order?**

**A.** No; renewal orders are not eligible for this promotion.

**Q. Are third party licenses such as Microsoft included for free in the first month?**

**A.** No; any fees you incur for usage of third party applications from our service catalog will result in a billable invoice at the standard rates.

**Q. What data centers can I redeem service in?**

**A.** This promotion may be applied to any data center which is currently offered by VMware vCloud Air Disaster Recovery.

**Q. Which VMware vCloud Air products are eligible?**

**A.** This promotion applies to Disaster Recovery subscription products. The promotion applies to core and add on capacity included in your initial order.

**Q. Can orders be placed after the initial order for additional service capacity?**

**A.** Orders may be placed, but they will not qualify for the first month free promotion, or the risk-free cancellation. Standard cancellation policies will apply should any part of the non-initial order be cancelled.

**Q. Can more than one core service be ordered on the initial order?**

**A.** Yes; multiple core subscriptions can be ordered and will qualify for the promotional offer benefit.

**Q. Can this promotion be used for Enterprise License Agreement (ELA) transactions?**

**A.** No; this promotion only applies to non-ELA transactions.

**Q. When does my risk-free cancellation period begin?**

**A.** As soon as the subscription order is provisioned, the promotional benefits of one-free month of service and risk-free cancellation begin. These are not linked to your first log-on event.

**Q. How does billing occur after the first month?**

**A.** If your initial order is prepaid, then only usage-based fees such as third party licenses will be billed. If your subscription is paid monthly, then

subscription fees (not including usage-based fees) will be discounted at 100% for the first month, and normal billing will follow in the second month.

## Support

### **Q. What Support offering is included for the vCloud Air Disaster Recovery promotion?**

**A.** VMware IaaS Production Support will be available from the first day of the subscription and will continue until the end of the subscription term. Full details of IaaS Production Support are available at:

<http://www.vmware.com/support/services/iaas-production.html>

### **Q. How are support tickets filed?**

**A.** Please contact VMware Support by phone or the web to file a support ticket.

VMware Support phone numbers are located here:

[https://www.vmware.com/support/us\\_support.html](https://www.vmware.com/support/us_support.html)

Support Requests can also be submitted from the web:

<https://www.vmware.com/support/contacts/>

See more at:

<http://www.vmware.com/support/services/iaas-production.html>

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

**A.** Please contact your VMware authorized reselling partner or VMware account representative if you have any questions regarding this vCloud Air promotion.

## Cancellation

### **Q. What is the process for cancellations within the first 30 days of service?**

**A.** A formal notice of cancellation must be submitted up to 11:59 p.m. PST of the 29th day of the new service term. If this date is on a weekend day, notice must be provided the Friday before the 29<sup>th</sup> day.

**Q. How are formal notices of cancellation submitted?**

**A.** Notice is submitted through a MyVMware Service Request or by calling VMware Support at 1-877-486-9273.

**Q. What if the initial order was prepaid?**

**A.** Upon qualified cancellation, a credit memo will be issued for any invoiced subscription fees. Future recurring billing periods for the term will end.

**Q. Can only a portion of the subscription be cancelled?**

**A.** No; the entire order must be cancelled, service cannot be reduced.

**Q. Can a cancellation be made after the first 30 days?**

**A.** Any cancellations after the first 30 days are subject to our cancellation policy.