

VMWARE vCLOUD AIR

Purchasing and Subscription

Core Offering Questions:

Q. I am trying to decide which vCloud Air core service to buy. What are some factors to consider?

A. VMware vCloud® Air™ Dedicated Cloud is a physically isolated compute and management stack that offers maximum control over capacity assignments and compute resource reservations. More information about the Dedicated Cloud is [here](#). vCloud Air Virtual Private Cloud is a cost effective solution ideal for variable workloads, test/development, and web applications. More information about the Virtual Private Cloud is [here](#). In addition, if you want to protect your operations from downtime and loss of data, check out our vCloud Air Disaster Recovery solutions [here](#), which keep your data protected, recoverable and accessible.

Q. I have decided which compute service best fits my need; what is included with each core package?

A. We provide you with everything needed to begin using your cloud including compute (vRAM and vCPU), storage, bandwidth, public IP address resources and support in the core package. The capacities for each core are listed below.

We take the guesswork out of budgeting for variable items such as built-in redundancy, high availability, firewalling, load balancing, NAT, DHCP, IPsec VPN, and disk I/O by offering them at no additional charge.

SERVICE COMPONENT	DEDICATED CLOUD	VIRTUAL PRIVATE CLOUD	DISASTER RECOVERY
Compute	240 GB vRAM 35 GHz vCPU	20 GB vRAM 10 GHz vCPU	20 GB vRAM 10 GHz vCPU
SSD-Accelerated or Standard Storage	6TB	2TB	1TB
Bandwidth	50 Mbps	10 Mbps	10 Mbps
Public IP Addresses	3	2	2
Production Support	24x7x365	24x7x365	24x7x365

Q. What are the subscription terms offered for Dedicated Cloud, Virtual Private Cloud and Disaster Recovery?

SUBSCRIPTION TERM	DEDICATED CLOUD	VIRTUAL PRIVATE CLOUD	DISASTER RECOVERY
1-month	•	•	•
3-month		•	•
12-month	•	•	•
24-month	•	•	•
36-month	•	•	•

Q. Do you offer any availability services for data protection purpose?

A. Yes. Depending on your business needs, we offer two options. vCloud Air Disaster Recovery is a recovery-as-a-service offering. It is one of our vCloud Air core service offerings. It provides simple, affordable protection in the cloud for your vSphere environment. vCloud Air Data Protection is an optional backup and recovery feature for Dedicated Cloud or Virtual Private Cloud instances. You can find more information on our vCloud Air Availability Services web site [here](#).

Q. How is vCloud Air Disaster Recovery packaged and how can it be purchased?

A. vCloud Air Disaster Recovery is a subscription-based service offering. The service is packaged based on the amount of resource capacity (Compute, Storage and Bandwidth) reserved for replication and failover. A customer can purchase a core subscription and then any additional add-on options needed to properly accommodate a customer's disaster recovery requirements. For example, we offer one-time add-on option for compute during the failover to give customers the flexibility to keep the workloads up and running.

Q. What do you mean by pools of capacity?

A. Capacity is the amount of resources available for allocation in your cloud. You are not limited to pre-defined virtual machine sizes; instead you choose the exact size of your virtual machines, expand them as needed, and decommission them so their resources can be reallocated to other applications.

Q. Can I have more than one cloud instance?

A. Absolutely. As your environment grows it is possible for you to have multiple instances of both Dedicated Clouds and Virtual Private Clouds with varying capacities. When you need a separate cloud, simply order another core for the type of service you need. Each time a new Core is ordered, a new cloud will be provided with its own contract duration and end date. You can then add more capacity to your new cloud just like you did with your first instance.

Optional Add-ons Questions:

Q. What optional add-ons can I purchase on top of the core service I choose?

A. Depending upon the core service you buy, you can choose additional add-ons such as compute, storage, bandwidth and so on to scale up your business. In addition, we provide add-ons for Direct Connect, Advanced Network Services, Hybrid Cloud Manager, Data Protection to satisfying your various business needs. See our website [here](#) for more information.

Q. What is Hybrid Cloud Manager and how do I buy?

A. The vCloud Air Hybrid Cloud Manager™ offers VMware vSphere® users a seamless option for extending their on-premises data center and vSphere environments into the Hybrid Cloud. The Hybrid Cloud Manager offers hybrid networking and bi-directional workload migration capabilities, simplifying on-and off-premises resource integration and management workloads. The Hybrid Networking Services aspect of the offering consists of software-defined WAN technologies that significantly improve the connectivity, resilience and security of “middle mile” networking.

The Hybrid Cloud Manager is available for the Dedicated Cloud with three tiers: standard, advanced and enterprise. The service will cotermin with the Dedicated Cloud service. Monthly and prepaid billing options with applicable term and prepaid discounting are available. More information be found at our website [here](#).

Q. What is Direct Connect and how do I buy?

A. Direct Connect is a private, high-throughput, dedicated connectivity option available with vCloud Air, in addition to standard VPN connection options. VMware works with leading network service providers (NSPs) to establish these high-throughput and secure links from customer data centers (either in a remote location or in the same colocation facility) to vCloud Air Dedicated Cloud, Disaster Recovery Cloud, or Virtual Private Cloud instances.

Customers can purchase 1 or 10 Gbps port connections (includes cross connect) from VMware as add-ons to existing core subscriptions (10 Gbps is only available for Dedicated Cloud instances). There are two sets of add-ons to support Private Lines/Connections from co-located equipment as well as Network Exchange based NSP connectivity. The Direct Connect service will cotermin with the Core Virtual Private Cloud, Disaster Recovery Cloud, or Dedicated Cloud service. Monthly and Prepaid billing options with applicable term and prepaid discounting are available.

Q. What are Advanced Networking Services and how do I buy?

A. vCloud Air Advanced Networking Services is a reinvented model for public cloud security that improves overall network manageability and accelerates application time-to-market by delivering a powerfully agile and cost-efficient platform for zero trust security in the cloud.

Advanced Networking Services is available with two tiers of Standard and Premium. It will cotermin with the Dedicated Cloud or Virtual Private Cloud. Monthly and Prepaid billing options with applicable term and prepaid discounting are available.

Q. How are add on capacity units billed?

A. When you add capacity to your cloud it will always co-term with your core contract date and everything will be invoiced at the same time.

Q. How do Dedicated and Virtual Private clouds scale up as my business grows?

A. Compute, Storage, Bandwidth, and IP address add-on units are available a la carte to expand your capacity pool. Each unit is the same capacity as the core, with the exception of IP addresses, which can be ordered one at time. Support units are tied incrementally to compute in Dedicated and Virtual Private Clouds. For example, if you need an additional 12TB of SSD-Accelerated storage in your Dedicated Cloud to give you 18TB total in your resource pool, you can order two units of storage.

Q. Do you provide discounts on the additional capacity as my cloud grows?

A. Yes, there are discounts available on Compute and Storage units. The discounts will apply not only to the new capacity, but will apply to any unbilled subscription add on capacity previously purchased (not including the core) as you move through the volume tiers.

Q. How can I place an order for an add-on capacity unit?

A. Your existing My VMware® experience has been expanded to include a Subscription Services portal. This portal enables you to manage your subscriptions, review your purchasing history, initiate self-service transactions, and control the renewal process for your subscriptions. The portal provides a quick and simple way for you to increase your capacity subscription, while still maintaining your relationship with the VMware partner you are already working with.

General Questions

Q. I would like to get started with my first VMware vCloud Air Dedicated Cloud or VMware vCloud Air Virtual Private Cloud. How do I make a purchase?

A. Whether you would like to purchase through your authorized VMware Solution Provider or purchase direct, you can start by visiting our [How to Buy](#) section at VMware vCloud Air home page [here](#). There you can find our partner locator tool to look up your partner's contact information.

Q. What other decisions do I need to make when I am ready to buy?

A. When you are ready to purchase your first Dedicated or Virtual Private Cloud or a Disaster Recovery Solution, there are a few other considerations to keep in mind:

- Which data center should I choose?
Latency and redundancy are key factors in deciding which data center is right for you.
- How much capacity do I need?
We sell in pools of capacity, not rigid instance sizes. Your capacity will depend on the number and size of VMs or applications you are putting in the cloud.
- What type of billing model do I prefer?
You can choose to pay on a monthly basis, or prepay and receive a discount.
- How long do I want my subscription to last?
Subscription terms range from 1-month to 36 months.

Q. What's VMware's Subscription Purchasing Program (SPP) for vCloud Air services?

A. VMware's Subscription Purchasing Program (SPP) offers a flexible way to acquire VMware Subscription Services such as vCloud Air in the form of Subscription Credits (SPP Credits). Credits are denominated in VMware transacting currencies and deposited as a Fund Balance within the My Funds dashboard page in My VMware. Using this self-service dashboard, you can redeem your SPP Fund Balance for any VMware Subscription Services or Add-ons listed in the SPP Eligibility Matrix. Your SPP Fund Balance can also be used to pay for Subscription Service renewals or recurring costs for your services. You have the option of purchasing your SPP Credits through a prepaid plan (SPP Prepaid) or monthly commitment plan (SPP Monthly). For more information, please check out our website [here](#)

Q. Where can I find detailed pricing information for vCloud Air?

A. Visit the price guide in our cloud services website [here](#). In addition, you can use our cloud pricing calculator [here](#) to view and export cost estimates based on usage, or contact your authorized VMware Solution Provider for more details.

