

General Information

1. What is the VMware Cloud Credits Purchasing Program?

VMware Cloud Credits provide a mechanism for a customer to secure public cloud spend within a budget or project cycle and control business consumption of the cloud with approved VMware vCloud Service Providers who are running trusted vCloud technology. Cloud Credits are managed in a My VMware account, allowing customers to view and manage funds, then redeem credits for public/hybrid cloud as their business demands dictate.

2. What are the high-level benefits of Cloud Credits?

- Budget: Buy, secure and manage public cloud spend in one transaction
- Trust: Enable public/hybrid cloud on trusted VMware technology
- Control: Reduce "rogue IT spend" on public cloud
- Compliance: Limit VMware Cloud Credit redemption to service providers compliant with business requirements
- Visibility: Single pane-of-glass through My VMware provides complete view of cloud credit spend
- Ease: Simple redemption of VMware Cloud Credits through My VMware
- Open: Redeeming customer does not have to use VMware technology internally to enjoy the benefits of cloud credits

3. How do I purchase, manage and redeem Cloud Credits?

Customers work with their VMware Solution Provider (or VMware Representative) to identify and budget for public and hybrid cloud opportunities.

Customers raise a Purchase Order to their VMware Solution Provider to purchase the Cloud Credits standalone or embedded in an Enterprise License Agreement.

Once purchased, the customer manages the Cloud Credits through the My VMware portal whereupon they can select a Service Provider with whom to redeem their credits. The Customer and Service Provider agree to the service, redemption of credits and secure the agreement (typically through an SLA). The Service Provider reports the agreement to VMware and the appropriate amount of credits are reserved in customers account in readiness for usage.

The Service Provider reports actual usage to VMware in arrears. The Cloud Credits portal reflects usage, balance and expiration dates.

4. What is a cloud credit and what can it be redeemed for?

VMware Cloud Credits act as a pre-payment for public and hybrid cloud from approved VMware vCloud Service Providers. The credit can be redeemed for Infrastructure-as-a-Service cloud services, plus common bundled additional services such as support.

5. What happens if I want to use Cloud Credits for something outside of the allowable elements?

Any public or hybrid cloud element outside of the allowable redemption parameters must be paid for by the customer directly to the Service Provider outside of Cloud Credits redemptions.

6. Can I use alternative forms of payment along with cloud credits to pay a Service Provider?

Yes. The Service Provider will allow for alternative payment options for service consumption and indicate the amount paid through cloud credits and the balance remaining.

Partners and Program

7. What buying programs support the sale of Cloud Credit?

Customers can purchase VMware Cloud Credits as a SKU as part of a regular order or as part of an Enterprise License Agreement. VMware Cloud Credits cannot be purchased via VPP, EPP, TPP or any other purchasing program.

8. Where can I purchase VMware Cloud Credits?

Customers can purchase VMware Cloud Credits from their preferred Solution Providers or VMware Representative.

9. How do I know how many credits to buy?

Work with your Solution Provider to identify opportunities to take advantage of public and hybrid cloud. Your Solution Provider will have the knowledge and skills to assess your requirements, estimate the required costs and position the appropriate amount of Cloud Credits to purchase.

10. Where can I redeem VMware Cloud Credits?

VMware Cloud Credits may be redeemed with approved VMware vCloud Service Providers represented in the Cloud Credits Purchasing Program on My VMware

11. Where can I see the list of participating Service Providers?

A customer can view the list of approved VMware vCloud Service Providers by browsing to

<http://www.vmware.com/go/vmwarecloudcredits>

12. Why isn't the Service Provider I work with listed?

The list of VMware vCloud Service Provider partners approved to redeem cloud credits will change over time. If your preferred Service Provider is not listed, work with your Solution Provider to find suitable alternatives.

13. What information can the Service Provider see about my fund?

If customers have enabled partners to see their fund details, the Service Provider will be able to identify accounts, balances and expiration dates where active agreements are in place with the customer

14. What information should I provide to my Service Provider in order reserve or redeem credits?

Customers should provide the Service Provider with the relevant Sub-Fund ID and currency type. Service Providers will require this to submit a Hold or Redemption request against the Sub-Fund.

15. Is there an Enrollment process for Cloud Credits?

No, there is no enrollment required for customers to purchase or manage Cloud Credits.

Pricing Questions

16. What is the pricing model?

VMware Cloud Credits is a single SKU available in five currencies (USD, EUR, GBP, AUD, YEN). Each SKU has a cost of 1000 units of the currency of payment (eg \$1000 USD), the exception is Japanese Yen where the SKU costs 100,000 YEN. The purchase will be reflected as a balance of VMware Cloud Credits in the customers My VMware account in the currency of purchase.

SKU	SKU Price	Fund Value
VSPP-CLCR-C	\$1000 USD	1000 Cloud Credits (USD)
VSPP-CLCR-C	£1000 GBP	1000 Cloud Credits (GBP)
VSPP-CLCR-C	€1000 EUR	1000 Cloud Credits (EUR)
VSPP-CLCR-C	\$1000 AUD	1000 Cloud Credits (AUD)
VSPP-CLCR-C	¥100,000 YEN	100,000 Cloud Credits (YEN)

17. Is there a minimum number of cloud credits I need to buy?

The minimum SKU purchase is 1 in any of the 5 supported currencies.

18. Can I purchase and redeem globally in a single currency?

No, customers purchase in the locally supported currency (US Dollar, Australian Dollar, British Pound, Euro and Japanese Yen) and the VMware Cloud Credit fund is reflected in that currency in My VMware. Customers and Service Providers are expected to commit to SLAs and thus redeem credits in the currency of the fund.

19. Can I switch Cloud Credit currencies?

No, customers will purchase, manage and redeem in the locally supported currency (US Dollar, Australian Dollar, British Pound, Euro and Japanese Yen).

20. Is there a volume discount for customers?

No, there is no volume discount for cloud credits. The pricing of the cloud service offering should be agreed with the Service Provider who may offer discounts at their own discretion.

21. Are there any Academic or Federal customer discount?

No

22. Can VMware Cloud Credits be used for Professional Services? Can they replace VMware Training and Consulting Credits?

No, VMware Cloud Credits and VMware Training and Consulting Credits are not interchangeable.

23. Can a cloud credits fund be purchased and managed by a partner on behalf of a customer?

No, the customer must purchase and manage the fund themselves.

24. How long are Cloud Credits valid for?

Cloud Credits are valid for 12 months from date of purchase.

25. What happens when a Cloud Credit expires?

The customer (Fund Owner and Fund User) will receive emails and My VMware alerts 90, 60 and 30 days prior to the fund expiration date. If a fund expires with credits remaining, no refund is issued to the customer.

26. VMware Cloud Credits expire in one year from date of purchase, how can I fund a project for an entire year in a pay-as-you-go model?

The customer can commit to any length of pay-as-you-go with a Service Provider up to the expiration date of the credits and execute an SLA to underpin that agreement. The customer can redeem credits against that service until either exhaustion of the fund or expiration of the credits. Upon either of these events, the customer can either purchase more credits or pay the Service Provider directly.

27. VMware Cloud Credits expire in one year from date of purchase, can I commit to a reserved plan beyond the expiration date of the credit?

Yes, the customer can commit to a single reserved plan with a Service Provider which extends beyond the expiration date of the credits. The entire credit fund must be committed to that plan for the extension request to be granted.

28. How do I add more Cloud Credits to my Fund?

Purchase additional cloud credits from your preferred Solution Provider. If you wish to join the new fund to an existing fund, provide the original Fund ID to VMware at cloudcredits@vmware.com. Note that the expiration date of the new fund is co-terminated to the expiration date of the original fund.

29. Why do I need Cloud Credits in my ELA?

VMware Cloud Credits provide a mechanism to secure public/hybrid cloud spend on a budget cycle. Once executed, the budgeted spend allows for controlled business consumption of the cloud on trusted VMware technology with approved VMware vCloud Service Providers.

30. Can I use Cloud Credits for a hosted private cloud environment and connect it to my on premise vCloud solution? I would need dedicated hardware as SRM is not multi-tenant and I have compliance/performance requirements.

This situation is only allowed when the VMware licenses for the IaaS part of the solution are provided by the Service Provider.

31. Despite purchasing VMware Cloud Credits, we're getting billed separately a few thousand dollars for "non-redeemable" services each month that has to be reviewed and approved. Can we use our credits to pay for those services?

VMware Cloud Credits are intended to provide a mechanism to consume the required elements of Infrastructure-as-a-Service (IaaS) plus the most common bundled additional services. VMware Cloud Credits are not intended as a catch-all for any service that can be consumed in the cloud. Where an element of a cloud service is deemed outside of the required and common components, VMware Cloud Credits cannot be applied and as such you are required to settle the payment directly with the Service Provider.

32. Can't we just let the business units decide which Service Providers to use for public cloud?

A business unit who is unaware of the security and compliance requirements for their data may inadvertently select an inappropriate Service Provider and place important business data at risk. VMware Cloud Credits create a mechanism to allow IT to purchase and allocate public/hybrid cloud to the business units and filter the redeeming Service Providers based on business requirements and restrictions.

33. Typical cloud is expensed as opex/paygo, how is this upfront payment beneficial?

VMware Cloud Credits provide an opportunity to secure fiscal or project based budgets for future consumption such that the risk of those budgets being removed at a later time is reduced. In addition, VMware Cloud Credits may be purchased in a single transaction, offering the benefits of redemption against a pay-as-you-go service and yet providing simplicity when compared to multi-transactional true pay-as-you-go billing.

Cloud Credit Role Questions

34. What responsibilities does a Cloud Credit Fund Owner hold?

After placing the initial purchase order, the Fund Owner will have access to manage the cloud credit fund. A Cloud Credit Fund Owner may choose to allocate credits to other named users (called "Fund Users") who will manage their credit balance within a given sub-fund.

AVAILABLE ACTION	FUND OWNER
Manage Cloud Credits	•
Manage Users	•
Manage Service Providers	•
Manage Holds/Redemptions Across Sub-Funds	•
Download Redemption Reports	•

35. What responsibilities does a Cloud Credits Fund User hold?

A Fund User can manage credits allocated to their Sub-Fund by the Fund Owner. Fund Users can approve or reject a VMware Service Provider's request to Hold or Redeem cloud credits for their services.

Fund Questions

36. What is a Cloud Credit Fund?

A Fund is an online repository of a Cloud Credits customer's purchase cloud credits. Each cloud credits purchase order generates a unique Cloud Credits Fund. Each Cloud Credits fund has a 1 year terms during which the Fund Owner and Fund User(s) must consume all their cloud credits. Cloud Credit Fund Owners can access their CCPP Fund(s) on the CCPP page of My VMware.

37. What is a Cloud Credit Sub-Fund?

All Funds consist of at least one Sub-Fund(s) from which credits are redeemed.

38. What is a "Primary" Sub-Fund?

All actions within CCPP occur within a Sub-Fund. Newly purchased cloud credits are placed in a CCPP Fund and then into the "Primary" Sub-Fund. The Fund Owner can transfer credits out of the "Primary" Sub-Fund and into other Sub-Funds. The "Primary" Sub-Fund can have a zero balance but must always be owned by the Fund Owner and cannot be replaced by any other Fund User.

39. How can I access my Cloud Credit Fund?

You can access your Fund on the CCPP page on My VMware.

40. How do I view VMware Cloud Credits fund activity and balance?

Fund Owners and Fund Users can view an activity report and balance information on the CCPP page of My VMware.

41. After purchasing Cloud Credits, where can a CCPP Fund Owner access their cloud credits?

Purchased cloud credits are deposited into a Fund which will be located on the CCPP page of My VMware.

42. What actions can a CCP Fund Owner perform on the CCPP page on My VMware?

Once on the CCPP page of My VMware, a Fund Owner can: (1) view your Fund cloud credit balance and expiration date; (2) view Sub-Fund balance(s) and Fund Users; (3) add/delete Sub-Funds, rename a Fund/Sub-Fund, transfer credits; and add new Fund Users, (4) download reports; (5) manage Service Providers, (6) view expired Funds (if applicable) and (7) approve/reject Hold and Redemption requests by Service Providers.

43. What information is available for a Fund User on the CCPP page on My VMware?

As a Fund User you can: (1) view cloud credit balance for all Sub-Fund(s) for which you are associated; (2) download redemption reports for your Sub-Funds only; and (3) approve/reject Hold and Redemption requests by Service Providers against your Sub-Fund only.

AVAILABLE ACTION	FUND OWNER
Manage Cloud Credits	
Manage Users	
Manage Service Providers	
Manage Holds/Redemptions Across Sub-Funds	•
Download Redemption Reports	•

44. I am a Fund Owner for a set of Cloud Credits that I purchased and my colleague made me a Fund User for some of his cloud credits. Can I add cloud credits from the two sets of Funds to make one big Fund?

No, you cannot combine the credits from different sets of Funds. Each set of Funds must be managed separately.

45. Will I receive any notification when my Fund is close to expiring or when I am running low on cloud credits?

The customer (Fund Owner and Fund User) will receive emails and My VMware alerts 90, 60 and 30 days prior to the fund expiration date. If a fund expires with credits remaining, no refund is issued to the customer.

46. What happens to tokens that remain in my Fund after the expiration date?

There are no refunds for unused cloud credits. You must redeem the cloud credits before the expiration date. After a Fund's expiration date, any cloud credits remaining in a Fund have no value and cannot be used for redemption.

47. What information and actions are available on the Expired Fund tab for a Fund Owner?

On the "Expired" Funds tab, Fund Owners view a list of Funds where cloud credits have expired. Fund Owners can view the Fund Name, Expiration date, and the "Activities" and "Redemptions" Reports. Fund User can view these reports their Sub-Fund(s) only.

Holding and Redeeming

48. What is a Cloud Credits Hold?

A Hold is used to reserve credits for a Service Provider's services. Credits that are on Hold cannot be used for any other purpose.

49. Who generates a Cloud Credits Hold request?

VMware Service Providers will report to VMware an amount of credits to put on Hold (reserve) per your service agreement arrangement. You will be alerted through My VMware and be sent an email when a Pending Hold Request has been submitted. The Fund Owner or Fund User can login to My VMware and approve or reject the Hold request.

50. How many types of Holds are there?

There are two types of Holds - Hold 'Pay-Go' and Hold 'Committed'

51. What is the difference between Hold type Pay-Go and Hold type Committed?

A Hold type 'Pay-Go' is an anticipated number of credits to be used over the duration of the service. The Service Provider will first place the hold and then report actual monthly usage for the customer to approve in the form of a Redemption Pay-Go request. The customer must approve both the Hold and the monthly Redemption requests. The Redemptions will burndown credits in the Hold. VMware will work with you to release any unused credits after the service is complete.

A Hold type 'Committed' is a set number of credits to be redeemed automatically each month over the course of the service. The Service Provider will place the hold and indicate the service start and end date and the exact number of credits to redeem each month. The customer must approve the Hold, but will not need to approve monthly redemptions which will occur automatically. The Redemptions will burndown credits in the Hold.

52. What is a Redemption type 'Other'?

A Redemption type 'Other' is used when additional services such as overage are incurred. These types of redemptions will burndown credits from the Sub-Fund balance, not from a hold. The Customer must approve or reject this type of Redemption.

53. When in the redemption process will cloud credits be debited from my Fund?

Credits will be redeemed immediately once a customer has approved redemption.

