

VMware Subscription Purchasing Program Operations Guide

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For more information

To find out more about the Subscription Purchasing Program, visit vmware.com/go/spp.

Eligibility restrictions apply to U.S. public sector end-user customers, including but not limited to state and local public sector customers. The Subscription Purchasing Program is not available to U.S. federal end-user customers. Execution of an agreement to purchase SPP Credits by a U.S. public sector end-user customer constitutes certification that subscription purchase and prepayment are allowed by applicable laws and regulations.

At a glance

VMware Purchasing Programs provide flexible and cost-effective options for purchasing VMware products and services. Whether you are making smaller, transactional purchases or larger, strategically planned purchases, there is a VMware Purchasing Program to fit your needs.

The Subscription Purchasing Program (SPP) offers a flexible way to acquire VMware Subscription Services in the form of Subscription Credits (SPP Credits). You can acquire SPP Credits through a prepaid (SPP Prepaid)¹ option. Credits are denominated in VMware transacting currencies and deposited as a fund balance within the My Funds page of VMware Customer Connect™. You can redeem your fund balance for any VMware Subscription Service listed in the SPP Eligibility Matrix.

Program features

- How to buy – Purchase SPP Credits via SPP Prepaid on an as-needed basis or as your budget allows.
- Self-service dashboard – Submit on-demand provisioning requests for subscription services through VMware Customer Connect.
- Centralized or decentralized management – Allocate fund balances to different departments, projects or Fund Users.
- Scale with ease – Increase your SPP Fund Balance at any time to meet the changing needs of your organization.
- Flexible spending – Redeem SPP Credits to pay for new subscription services, add-ons for existing services², service renewals, or recurring usage and subscription costs.
- Price transparency – Easily track the MSRP costs of subscription services against your currency-denominated fund balance.

Program benefits

- Mix-and-match configurations – Select a unique configuration for each subscription service, including term (one month to three years) and billing method (monthly, annually or prepaid).
- Streamlined funding – Use fund balances to sign up for new subscription services and to cover the recurring subscription and usage costs of your services—all without the hassle of procuring monthly purchase orders (POs).
- Future-proofed value – Redeem SPP Credits for any subscription service listed on the SPP Eligibility Matrix, including services released after your initial credit purchase.

1. The minimum commitment term is 12 months.

2. Please see pages 9–11 of this guide for additional details.

- Self-service reporting – Track and manage your redemptions with self-service reports in VMware Customer Connect.
- Valuable discounts – Purchase VMware SPP Credits at a discount³ (SPP Prepaid only) and receive volume⁴ discounts based on the actual quantity and duration of the services you consume (SPP Prepaid).

How to get started

Before acquiring SPP Credits, you should:

- Review the SPP Guide – Unless otherwise negotiated in an Enterprise Agreement, your participation in SPP is subject to the Subscription Purchasing Program Guide located at vmware.com/go/spp.
- Estimate demand – Use the Subscription Credit Estimator to calculate the number of SPP Credits needed to fund VMware Subscription Services under the SPP Prepaid option. Each eligible subscription service has a currency-denominated credit value.
- Purchase SPP Credits – Contact a VMware Offering Partner or Account Executive to purchase the SPP Credits you need to meet estimated demand. Include your VMware Customer Connect Entitlement Account (EA) number and SPP Fund Owner on the PO.

After purchasing SPP Credits, you can:

- Log in to VMware Customer Connect – Explore SPP pages within VMware Customer Connect to view and manage your SPP Fund Balance.
- Redeem credits – Visit the self-service My Funds page to redeem SPP Credits for new subscription services, add-ons, and more.

Basic SPP definitions

Subscription Credit (SPP Credit) – A unit of value denominated in VMware transacted local currencies that can be purchased by an SPP customer and redeemed for any VMware Subscription Service listed in the SPP Eligibility Matrix.

SPP Prepaid – SPP Credits purchased under this option are prepaid and must be consumed within the SPP term.

SPP Service Term – VMware Subscription Services have terms ranging from one month to three years. The start date of your service term is the day the service is provisioned by VMware, not the day you place a redemption order for the subscription service. The service term may be less than, equal to or greater than the SPP term.

3. Discounts are calculated using VMware's then-current, local MSRP prices. VMware does not set final prices or payment terms for products and services acquired through resellers. Final prices and payment terms are determined by agreement between the customer and its reseller.

4. These discounts are in the form of lower redemption values based on the tiering structure of the individual service.

Fund Owner – An individual who has the authority to purchase, receive and redeem SPP Credits in the VMware Customer Connect portal. The Fund Owner is either the person who enrolled in SPP or was designated by a partner during enrollment. Fund Owners can allocate SPP Credits to any named Fund User and can also manage multiple SPP Funds.

Fund Balance – Denominated in a VMware transacted currency⁵, a fund balance represents the amount you can redeem for VMware Subscription Services. A fund balance may consist of multiple SPP Credit purchases, each with its own expiration date based on the date of purchase. SPP customers may have more than one fund balance.

Fund – An online repository of an SPP customer's purchased SPP Credits. Funds are denominated in VMware transacted local currencies and represent MSRP value. Each SPP Prepaid credit purchase has an expiration date.

Active SPP Fund/Fund Balances – Each SPP Prepaid credit purchase has a specific term during which you must consume your fund balance. An SPP Fund that has not reached its expiration date is considered an active SPP Fund. A fund balance may consist of multiple active SPP Funds, each with its own expiration date. SPP Fund Owners and Fund Users may simultaneously manage and redeem from multiple active fund balances. However, Fund Owners/Users cannot aggregate or co-mingle multiple active SPP Fund Balances in order to purchase a single subscription service.

Expired SPP Fund/Fund Balances – Each SPP Prepaid credit purchase has a specific term during which you must consume your fund balance. A fund that has reached its expiration date is considered an expired SPP Fund. Once an SPP Fund has expired, you cannot redeem any remaining balance associated with it. A fund balance may consist of multiple SPP Credit purchases, each with its own expiration date. As individual SPP Funds expire, they are removed from the fund balance. Charges incurred after the fund expiration date cannot be paid using the expired SPP Fund. Fund Owners can download redemption reports for their expired SPP Funds.

SPP Term – The SPP Prepaid term is one year from the date VMware books an SPP Prepaid credit order. Any unused SPP Fund Balance at the end of an SPP Term will be forfeited. Customers are not entitled to a refund for any unused SPP Fund Balances. A fund balance may consist of multiple SPP Funds⁶ or a combination of SPP and Hybrid Purchasing Program (HPP)⁷ fund balances, each with its own expiration date. When individual funds expire, they are removed from the fund balance and can no longer be redeemed.

5. USD, euros, GBP, yen, AUD and local USD (where applicable).

6. Driven by multiple SPP and or HPP credit purchases.

7. For details on HPP, please visit vmware.com/go/hpp.

Fund User – An individual designated by a Fund Owner as an authorized user of an SPP Fund Balance. Fund Users can redeem SPP Credits using the VMware Customer Connect portal.

Initial SPP Order – To participate in SPP, a Fund Owner must purchase SPP Credits in what is known as the Initial SPP Order. To place the Initial SPP Order, you must use the applicable SPP SKU (SPP-CREDIT-C or SPP-CREDIT-A, based on if you are a commercial or academic customer). Purchased SPP Credits are reflected in your VMware Customer Connect account as a fund balance denominated in a VMware transacted local currency.

Top-Up Order – A Fund Owner may increase their SPP Fund Balance by purchasing additional SPP Credits. Additional SPP Credit purchases will always increase an existing SPP Fund Balance if the Fund Owner, Entitlement Account number and transacting currency are the same. If any of the three criteria are different, the SPP Credit order will result in the creation of a new fund balance.

SPP Prepaid Overage – If your SPP Fund Balance is insufficient to pay for an ongoing subscription service, you will incur a prepaid overage. Within 30 days of incurring a prepaid overage, you must purchase additional SPP Credits to cover the overage amount.

VMware Customer Connect – VMware Customer Connect is an integrated, account-based portal where you can view and manage your VMware product licenses, VMware Subscription Services and VMware Purchasing Program participation. Use the My Funds dashboard in VMware Customer Connect to redeem SPP Credits through intuitive, step-by-step screens.

Service Identifier (SID) – A unique identifier for a group of related subscription services and add-ons that expire on the same date. Grouping is accomplished by purchasing add-ons and assigning them to an existing SID. Grouping add-on purchases around an initial subscription service purchase allows you to combine service components, obtain aggregated billing and co-term related items.

Billing Date – The day of the month when you are billed for an SID.

Redeemed Services – Subscription services purchased using your SPP Fund Balance. Eligible services are listed in the SPP Eligibility Matrix.

SPP Eligibility Matrix – Represents a subset of generally available VMware Subscription Services for which you can redeem your SPP Fund Balance. The SPP Eligibility Matrix is updated monthly to reflect the addition of new services and removal of discontinued services. The SPP Eligibility Matrix can be found at vmware.com/go/spp.

Initial purchase

SPP Fund Owners can obtain SPP Credits by submitting a purchase order to VMware with the applicable SPP Credit SKU. A single unit of the SPP Credit SKU represents a corresponding value based on the applicable price list for the purchase. For purchases off the U.S. price list, a single unit of the SPP Credit SKU represents USD \$100 MSRP. Internationally, one unit of the SKU represents 100 euros; GBP 100; AUD 100; 10,000 yen; and local market USD 100 (where applicable). All prices are MSRP. You can order the SPP Credit SKU in multiple quantities to accommodate your specific needs and budget.

For example, an SPP Fund Owner requiring VMware Subscription Services with a value of USD \$36,000 (MSRP) over 12 months can submit an SPP Prepaid PO for 360 units of the SPP Credit SKU. This results in a fund balance of USD \$36,000 ($\$100 \times 360 = \$36,000$ SPP Credits⁸). After an SPP PO is booked, the My Funds page of VMware Customer Connect will automatically populate with the appropriate SPP Fund Balance. The Fund Owner will receive an email with instructions for accessing the VMware Customer Connect portal to manage and redeem purchased SPP Credits. The SPP SKU can be ordered in multiple quantities to accommodate the customer's specific needs and budget.

SPP Prepaid

Under the SPP Prepaid option, you pay upfront for SPP Credits that can be redeemed over time for any VMware Subscription Service listed in the SPP Eligibility Matrix. The SPP Prepaid term is 12 months from the day VMware books your SPP Credit order. Any remaining SPP Fund Balance at the end of your SPP term is forfeited.

SPP Prepaid overage

Under the SPP Prepaid option, your fund balance must be sufficient to cover the billed cost of new subscription services or add-ons to existing services.⁹ SPP Prepaid overages represent outstanding charges for usage-based items or recurring monthly costs for existing services in excess of your fund balance. In the event of an overage, customers or their authorized partners must purchase additional SPP Credits using the applicable SPP Credit SKU.

End of life

Periodically, certain VMware Subscription Services will be designated by VMware for end of life (EOL). A subscription service that has reached EOL is no longer available for sale on VMware's published price lists and, therefore, is no longer available for redemption in SPP. You may still redeem SPP Credits for EOL services in advance of the EOL date set by VMware.

8. Although customers may receive discounts on their purchase of SPP Credits, their fund balances will always reflect the MSRP value of their credits in VMware transacted currencies.

9. Please see section labeled "Subscription service redemption" for more details.

Eligible products and futures

Fund Owners/Users may redeem SPP Funds for a broad range of VMware Subscription Services. For a full list of VMware Subscription Services eligible for SPP redemption, please refer to the SPP Eligibility Matrix.

During your SPP Term, VMware will continuously add to the list of eligible subscription services soon after new products become generally available. To obtain these additional products, you must redeem SPP Credits from active SPP Funds.

Future additions to the list of eligible products will include:

- VMware Subscription Services that are made generally available and are included on VMware's price list after the start of your SPP term
- VMware Subscription Services that are listed in the SPP Redemption Configurator or Eligibility Matrix

Generally, products that are excluded from future eligibility for SPP redemption include:

- VMware Subscription Services that are subject to third-party restrictions that prohibit distribution in SPP
- Subscription services released by a non-VMware entity or that VMware otherwise acquires by merger, acquisition or asset purchase
- Subscription services that VMware specifically identifies as being ineligible for SPP redemption
- Subscription services excluded from SPP as required by law

Subscription service redemption

To redeem SPP Credits, a Fund Owner/User must log in to VMware Customer Connect, access the My Funds page, select the "Redeem for Services" button and use the Configurator to choose subscription services and add-ons. With the exception of prepaid services, you can redeem SPP Credits for subscription services even when your fund balance does not cover the full term of the service. When your fund balance is insufficient to pay for a redeemed subscription service, you are required to purchase additional SPP Credits in the SPP Prepaid option or pay for overages in the SPP Monthly option. After you place a redemption order, your fund balance will decrease by an amount equal to the redemption value. The following table summarizes how SPP Credits are debited from your fund balance depending on the billing type selected.¹⁰

10. Billing type refers to how fund balances are decremented against their purchased SPP Credit balances.

SPP term	Billing type		
	Monthly	Annually	Prepaid
1 month	Charged monthly	N/A	N/A
3 months	Charged monthly	N/A	One-time, upfront charge
12 months	Charged monthly	Charged annually	One-time, upfront charge
24 months	Charged monthly	Charged annually	One-time, upfront charge
36 months	Charged monthly	Charged annually	One-time, upfront charge

When you redeem SPP Credits for a subscription service with a recurring billing type, you are obligated to maintain a sufficient fund balance to cover the recurring charges for that service.

For example, if a customer redeems SPP Credits for a subscription service with a 24-month term and a monthly billing type, the monthly value of the subscription service will be debited from the fund balance at the time of redemption and then each month thereafter. If the same subscription service is purchased with an annual billing type, then the annual cost of the service will be debited from the fund balance at the time of redemption and then annually thereafter. If the prepaid billing type is selected, the entire value of the subscription service will be debited from the fund balance at the time of redemption.

Discounts

You may receive discounts¹¹ on your purchase of SPP Prepaid Credits from VMware or a VMware authorized partner. Regardless of the purchase price of your SPP Credits, your fund balance will always reflect the MSRP value of your credits in VMware transacted currencies. Additional discounts are available when SPP Credits are redeemed for a subscription service with a multiyear term or with a prepaid or annual billing type. These discounts are in the form of lower redemption values for the subscription service when compared to the same service with a one-month term that is paid monthly. For example, the monthly cost of a subscription service with a 12-month term is usually lower than the monthly cost of the same service with a 1-month term. Similarly, the monthly cost of a 12-month service that is prepaid is usually less than the monthly cost of a 12-month service with a monthly billing type.

¹¹ Discounts are calculated using VMware's then-current, local MSRP prices. VMware does not set final prices or payment terms for products and services acquired through resellers. Final prices and payment terms are determined by agreement between the customer and its reseller.

Service provisioning

Once you submit a redemption order, VMware will provision the subscription service in accordance with the terms of service (TOS) posted at [vmware.com/download/eula](https://www.vmware.com/download/eula). The service start date is based on the day the service is provisioned and not the day you submit your redemption order. Your right to use each redeemed VMware Subscription Service is subject to the TOS.

Subscription service add-ons

You can redeem SPP Credits for the subscription service add-ons listed in the SPP Eligibility Matrix, either as part of the initial provisioning of a service (submitted with the redemption order) or after the service has been provisioned. Add-ons are always co-termed to the SID with which they are associated. Add-ons will only consume SPP Credits if the associated SID was purchased by redeeming from an SPP Fund. The cost of add-ons is debited from your fund balance based on the table outlined in the “Subscription service redemption” section.

For example, a customer purchases a 12-month subscription service add-on with a monthly billing type and recurring cost of USD \$100 (MSRP) per month. This add-on is purchased on October 15 and is grouped with a 12-month subscription service that has a monthly billing type. The next billing date for the SID falls on November 1. At the time of redemption, the customer’s fund balance is charged a prorated amount of USD \$59.18 (MSRP) for October 15 through November 1. This represents an annual cost of \$1,200 divided by 365 and then multiplied by 18 days.

Terms of service

Your use of each redeemed VMware Subscription Service is subject to the TOS for that particular service. Visit [vmware.com/download/eula](https://www.vmware.com/download/eula) to access the TOS.

Subscription services billing

SPP customers are not required to submit monthly POs to cover new subscription service provisioning requests, add-ons, renewals, monthly recurring bills or usage. At the time of redemption, the value of the subscription service is automatically debited from your available fund balance based on the billing type selected (monthly, annually or prepaid). Monthly and annually recurring charges are debited from your fund balance in advance. Any metered usage components are debited from your fund balance in arrears.

You are required to maintain a fund balance that is sufficient to cover the recurring costs of your redeemed services. Customers in good standing may carry a negative fund balance for a period no greater than 30 days beyond the billing date when the fund balance became negative. This is to ensure that there is no disruption in service while customers work on submitting POs for additional SPP Credits. Carrying an insufficient or negative fund balance for a period greater than 30 days may result in VMware initiating the termination of services. For more information, refer to the TOS posted at [vmware.com/download/eula](https://www.vmware.com/download/eula).

Monthly or annually recurring billing

If you select a recurring billing type (monthly or annually) during redemption, VMware will automatically debit SPP Credits from your fund balance to cover the recurring costs of your subscription service. Monthly and annually recurring charges are debited from your fund balance in advance. Any metered usage components are debited from the fund balance in arrears. Services are billed per SID on the billing date of that SID. The billing event, or invoice payment, represents a debit from your SPP Fund Balance and does not require a PO. You may have multiple SIDs, each with its own billing date. The only time you must issue a new PO is when you purchase additional SPP Credits.

For example, a customer initiates a subscription service with a cost of USD \$1,000 (MSRP) billed monthly. The billing date of this service is November 1. On October 15, the customer redeems a 12-month add-on with a monthly billing type and a cost of USD \$100 (MSRP) per month. As outlined in the “Subscription service add-ons” section, the customer’s fund balance at the fund group level would decrease by USD \$59.18 (MSRP) upon redemption and goes into a reserved state, which ensures those credits are locked until the service is provisioned and invoices are released. In this example, however, the service is not provisioned until October 20. On the billing date of November 1, the customer’s fund balance would be decreased by the following amounts in USD (MSRP) for the period of November 1–30:

1. \$1,000 for the subscription service’s monthly cost
2. \$100 for the add-on
3. Upon the release of the invoice for an add-on, the SPP Fund gets depleted by the actual chargeable value of \$42.74 from the corresponding fund and releases the rest (i.e., \$16.44) back to the fund group¹²

At the time of redemption, USD \$59.18 (MSRP) in prorated charges were reserved from the customer’s fund group balance to cover 18 days of service, but only \$42.74 has been depleted due to provisioning delays, and the remaining value of \$16.44 has been released to the fund group balance.

12. The credit is the difference between a full credit of the originally debited amount and a new debit of the cost based on the actual provisioning date.

Roles and responsibilities

Responsibility	Fund Owner	Fund User	SID Manager
Manage credits	•		
Manage users	•		
Redeem credits	•	•	• ¹³
Download redemption reports	•	•	

Fund balance management in VMware Customer Connect

SPP Fund Owners/Users can log in to VMware Customer Connect to access the My Funds dashboard page. From the dashboard, you can view your SPP Fund Balance and redeem SPP Credits for VMware Subscription Services. Each newly created fund balance is preloaded with the MSRP value of your purchased SPP Credits denominated in VMware transacted currencies. Each time an SPP Fund Owner/User redeems SPP Credits for VMware Subscription Services, the redemption cost is debited from the fund balance. VMware automatically debits the cost of monthly or annually recurring bills and usage from the fund balance.

Subscription service renewals

You can also use your fund balance to renew existing VMware Subscription Services that were redeemed using that SPP Fund. Three renewal methods are available under SPP: auto-renew, self-service renewal and manual PO-based renewal. All SIDs you acquire using your fund balance are set to automatically renew by default. To update your renewal method or terminate an existing SID renewal, access the Subscription Services pages within VMware Customer Connect.

¹³. Add-ons only. SID Managers do not have access to redeem new services.

For manual PO-based renewals, you should submit your PO 30 days before the renewal date.¹⁴ For self-service renewals, you can modify your renewal configuration as early as 90 days¹⁵ and no later than 15 days before your renewal date. Unless modified, each SID will automatically renew using your current configuration, term length and billing type (monthly, annually or prepaid). You can make multiple changes to your renewal configurations within the above-mentioned modification windows. VMware will process the last saved configuration on the renewal date. Self-service modifications include adding or reducing capacity but exclude changing the currency, selecting a new partner or switching the payment method from SPP Credits to monthly POs. For more details, view the sections titled “Changing currency of fund balances/rate cards/SIDs” and “Changing payment method.”

Reporting requirements

The My Funds dashboard page within VMware Customer Connect features robust reporting functionality, including a redemption report containing the SKUs redeemed, item quantity, order value and order date. Both Fund Owners and Fund Users can access reports. Fund Users may only view their own redemption activities. Fund Owners may view details about all redemptions associated with an SPP Fund.

Affiliates

Fund Owners may not share or transfer SPP Credits to its affiliates, and affiliates of the same organization cannot aggregate funds to purchase SPP Credits as a single entity.

Channel

VMware eligible channel partners can sell SPP credits to their customers.

Contact VMware authorized partners with an eligibility to sell SPP Credits to purchase your SPP Credits.

Partners can be located using the [Partner Locator](#).

14. Month-to-month subscriptions require that a renewal PO is submitted five days before the renewal date.

15. 90 days for SIDs with terms greater than 90 days. For SIDs with terms of 90 days or less, changes can be made 30 days in advance.

Policies

Pricing/rate cards

The My Funds dashboard page within VMware Customer Connect reflects the MSRP value of your fund balance in the VMware transacted currency of purchase. When you redeem SPP Credits for a subscription service, the associated rate card is based on the MSRP value of the service in the same currency as your fund balance. Volume tiering discounts and discounts for redeeming subscription services with longer terms or prepaid/annual billing types are reflected in the rate card.

For example, the following chart shows the monthly cost of a subscription service (VMware Horizon® Air™ Cloud-Hosted - 1 Gbps Direct Connect with Cross Connect Subscription) with a monthly or prepaid billing type. All prices are in USD (MSRP). Actual prices may vary.

Term length	Billing type	
	Monthly	Prepaid ¹⁶
1 month	\$1,235.00 per month	N/A
12 months	\$1,185.00 per month	\$1,162.50 per month
24 months	\$1,135.00 per month	\$1,110.42 per month
36 months	\$1,085.00 per month	\$1,062.50 per month
36 months	Charged monthly	Charged annually

For additional details about pricing, refer to the applicable terms of service posted at vmware.com/download/eula as well as any associated service description.

Financial responsibility

Under the SPP Prepaid option, you must maintain a positive fund balance to cover the costs of your redeemed subscription services by purchasing additional SPP Credits from VMware or a VMware authorized partner when necessary.

For more information, refer to the TOS posted at vmware.com/download/eula.

16. When the prepaid billing type is selected, the cost of the full duration of a service is debited from your fund balance. The monthly costs shown are for comparison only.

Early termination of services

Within SPP, subscription services with a monthly billing type and an initial term of 12 months or more may be eligible for early termination. Early terminations may result in additional fees and are subject to the TOS posted at [vmware.com/download/eula](https://www.vmware.com/download/eula). Any fees incurred will be deducted from available SPP Fund Balances or billed to the customer if those balances are insufficient. Prepaid subscription services are not eligible for early termination.

Multiple SPP/HPP Funds and contracts

An SPP Fund Owner is permitted to own and manage multiple active SPP and HPP Fund Balances at the same time. However, SPP/HPP Fund Owners and Fund Users cannot:

- Draw from multiple fund balances to purchase services.
- Transfer balances between two different funds, even if both are within the same Entitlement Account.
- Transfer balances between two funds with different currencies.

Changing payment method

When subscription services are provisioned after an SPP Fund redemption, the SIDs and associated add-ons will continue to consume your available fund balance for any monthly or annually recurring bills and usage. You may only change the payment method of a subscription service from an SPP Fund to a monthly/annual PO during renewal. If you are already paying for an SID with a purchase order, you can change the payment method to an available fund balance during renewal.

If you acquired an SID directly from VMware with a prepaid billing type, you can change the payment method to an SPP Fund at any time. The change takes effect following the completion of the subsequent monthly billing cycle. The payment method for SIDs purchased with a credit card can also be switched an SPP Fund at any time.

End of SPP term

Fund Owners and Fund Users must consume their SPP Fund Balances before the end of the SPP term. An SPP Fund Balance that is not redeemed will expire at the end of the SPP term.

Associating partners with SIDs

Customers currently have the ability to associate a qualified partner¹⁷ with an SID only during certain events such as redemption or renewal. Customers typically associate partners with SIDs based on the relationship they have with that partner to assist in the management of their funds and or services. Associating a partner with an SID in this manner will grant to the partner access to SID details and information about fund balances. Please contact spp@vmware.com for additional details.

Changing currency of fund balances/rate cards/SIDs

Your fund balance is maintained in the same currency that was used to purchase your SPP Credits. Consequently, any subscription service redeemed from your SPP Fund uses a rate card in same currency as the fund balance. Changing the currency of fund balances, rate cards and SIDs is not permitted.

Returns and exchanges

Once purchased, SPP Credits cannot be returned or exchanged for other products or services. Suspension, early termination and full termination of VMware Subscription Services after provisioning are subject to the TOS posted at vmware.com/download/eula.

Redemption errors

VMware is not responsible for any customer redemption errors, such as the selection of incorrect services (SKUs) or quantities.

EPP Tokens, SPP Credits, HPP Credits and CCPP Credits

Tokens acquired under the Enterprise Purchasing Program (EPP), credits acquired under the SPP and credits acquired under the Cloud Credits Purchasing Program (CCPP) cannot be exchanged or combined. HPP Credits cannot be exchanged or combined with SPP, EPP and CCPP.

¹⁷. This option is only available if the SPP Credits were purchased from a VMware authorized partner. If the SPP Credits were purchased directly from VMware or a non-authorized partner, the partner selection option is not available.

