

VMware Subscription Purchasing Program

This Subscription Purchasing Program Guide (SPP Guide) applies to the purchase and redemption of Subscription Purchasing Program Credits (SPP Fund Balance). If the SPP Credits are purchased through an Enterprise License Agreement (ELA), the provisions in that ELA will prevail to the extent they are inconsistent with any policies in this guide. VMware reserves the right to modify this SPP Guide at any time in its sole discretion, but those modifications will apply only to purchases of SPP Fund Balances after the effective date of the modification. For additional details on SPP, please refer to the [SPP Operations Guide](#). Terms that are not defined in this SPP Guide are defined in the SPP Operations Guide.

SPP terms	SPP Prepaid term: One year from the date VMware books the SPP credit order. Any unused SPP Fund Balances at the end of the SPP terms will be forfeited. Customers are not entitled to a refund for any unused SPP Fund Balances.
SPP eligible services	Customers may redeem the SPP Fund Balance for services that are listed on the SPP Eligibility Matrix on the date VMware books the customer's SPP Credit order, and services that are added to the SPP Eligibility Matrix during the SPP term. VMware reserves the right to designate services as end of life (EOL) and subsequently remove them from the SPP Eligibility Matrix.
SPP access	SPP Fund Balances are purchased as prepaid credits that are paid upfront and redeemable throughout the SPP term (SPP Prepaid) for eligible SPP services. Those credits are delivered to the specified Fund Owner's VMware Customer Connect™ account as the SPP Fund Balance in VMware transacting currencies.
SPP Prepaid	Under the SPP Prepaid option, the credits are prepaid, which does not allow new, add-on redemptions if the initial cost of the applicable redemption is more than the current SPP Fund Balance.
SPP Prepaid Overage	If a customer's SPP Fund Balance does not have a sufficient balance to pay for an ongoing service (prepaid overage), the customer must purchase additional SPP Credits to cover the prepaid overage. This must be done within 30 days of incurring the prepaid overage. SPP Fund Balances for the SPP Monthly option may not be used to pay for the prepaid overage.
Legal terms	The customer's use of the redeemed services under SPP is subject to the terms and conditions accompanying the applicable service, copies of which are posted at vmware.com/download/eula .
SPP billing and fund balances	The SPP Fund Balances are debited in advance at the time of redemption for the full value of those services that are prepaid, monthly for those services that billed monthly, and annually for those services that are billed annually. On-demand services, usage items and other applicable services are debited in arrears. If a customer redeems a service offering with a recurring payment method, the customer must maintain a sufficient fund balance for the value of that service offering.

SPP eligibility restrictions apply to U.S. state and local public sector end-user customers. SPP is not available to U.S. federal end-user customers. Execution of an agreement to purchase SPP Fund Balances by a U.S. public sector end-user customer constitutes certification that the purchase and its prepayment are allowed by applicable laws and regulations.

