

VMware Hybrid Purchasing Program

Program Guide

Updated: November 2023

This Hybrid Purchasing Program Guide (“HPP Guide”) applies to the purchase and redemption of VMware Hybrid Purchasing Program Credits (“HPP Credits”). HPP Credits are denominated in VMware transacting currencies and are deposited as a fund balance in the Fund Management page of VMware Customer Connect™ (each an “HPP Fund Balance”). If the HPP Fund Balances are purchased through an Enterprise License Agreement or VMware Enterprise Order (each, an “Order”), the provisions in the Order prevail over any inconsistencies with this guide.

VMware reserves the right to modify this HPP Guide at any time in its sole discretion, but those modifications will apply only to purchases of HPP Credits after the effective date of the modification.

For additional details on the VMware Hybrid Purchasing Program, refer to the [Hybrid Purchasing Program Operations Guide](#). Terms that are not defined in this HPP Guide are defined in the HPP Operations Guide.

HPP Credit Redemption	Customer can redeem HPP Credits by accessing the VMware HPP portal via VMware Customer Connect at my.vmware.com/web/vmware/login .
HPP Term	Customer can redeem HPP Credits during the three year period (or as otherwise agreed with VMware in an Order) following the date that VMware delivers the HPP Fund Balances (“HPP Term”). All HPP Credits will be deemed delivered and accepted when VMware makes the HPP Credits available to Customer in the HPP Portal. Any unredeemed HPP Credits in Customer’s HPP Fund Balance at the end of the HPP Term will be forfeited. Customer is not entitled to a refund for any unredeemed HPP Credits.
Initial Allocation Percentage	Customer’s HPP Fund Balance is allocated between HPP Credits that can be redeemed for Eligible HPP Services and HPP Credits that can be redeemed for Eligible HPP Products. Up to 10 percent of the total HPP Fund Balance may be allocated to Eligible HPP Services, and the remainder of the HPP Fund Balance will be allocated to Eligible HPP Products. Customer may change this allocation between Eligible HPP Products and Eligible HPP Services, but not in a way that allocates more of the original HPP Fund Balance to HPP Services than in the initial allocation. Any reallocation is subject to the exchange ratio stated in the applicable Order.
Eligible HPP Products	Customer can redeem the portion of the HPP Fund Balance allocated to Eligible HPP Products only for the VMware Software and associated Support Services listed on the Hybrid Purchasing Program (HPP) Eligibility Matrix on the date VMware delivers the HPP Fund Balance. The HPP Eligibility Matrix is posted at www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/solutions/hpp-eligibility-matrix.pdf . VMware reserves the right to designate any VMware software products as end of availability (EOA) and remove them from the HPP Eligibility Matrix.
Eligible HPP Services	Customer can redeem the portion of the HPP Fund Balance allocated to Eligible HPP Services only for (i) VMware Cloud Services or Subscription Software listed on the Subscription Purchasing Program (SPP) Eligibility Matrix on the date VMware delivers the HPP Fund Balance, and (ii) offerings added to the SPP Eligibility Matrix during the HPP Term. The SPP Eligibility Matrix is posted at: www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/solutions/vmware-spp-eligibility-matrix.pdf . VMware reserves the right to designate services as end of availability (EOA) and remove them from the SPP Eligibility Matrix.
HPP Funds	Two HPP Fund Balances are delivered: one is designated for redemption against Eligible HPP Products and the other is for redemption against Eligible HPP Services.
Support and Subscription (SnS)	When HPP Credits are redeemed for an Eligible HPP Product, production-level Support Services are automatically purchased for that product for the then-remaining portion of the HPP Term, and HPP Credits covering the Support Services fees are debited from the HPP Fund Balance.
HPP Services Billing and Fund Balances	HPP Fund Balances are debited in advance (i) for the full value of prepaid services, (ii) monthly for services that are billed monthly, and (iii) annually for services that are billed annually. HPP Fund Balances are debited in arrears for on-demand services, usage (metered) charges, and other applicable offerings.

	If Customer redeems HPP Credits for an offering with a recurring payment method, Customer must maintain a sufficient HPP Fund Balance to cover charges for that offering.		
Eligible HPP Product and Eligible HPP Services Pricing	The costs of redemption of Eligible HPP Products and corresponding Support Services are fixed for the duration of the HPP Term. The costs of redemption of Eligible HPP Services are the then-current list prices for those Offerings at the time of redemption.		
HPP True Ups	Customer can agree in an Order to accept True-Up Billing. This means that if Customer does not have sufficient HPP Fund Balances to pay fees for use of a Redeemed Offering, VMware will deposit additional HPP Credits (“true-up HPP Credits”) in Customer’s HPP Fund Balance sufficient to cover the additional fees, and Customer agrees to pay for those true-up HPP Credits.		
HPP True Up Reporting Period	VMware will generate a report of true-up HPP Credits redeemed during each Reporting Period, as set forth on the table below. Customer must issue a purchase order either directly to VMware or to its preferred VMware authorized reseller for the total number of true-up HPP Credits redeemed during the applicable Reporting Period, at VMware’s then-current list prices (unless otherwise specified in an Order or as agreed with VMware) or as agreed between Customer and its reseller. For each Reporting Period, Customer must issue the purchase order by the applicable PO Due Date. If a VMware Reporting Date or a PO Due Date falls on a weekend or holiday, the applicable date will be the next business day.		
	Reporting Period	VMware Reporting Date	PO Due Date
	February 1 through April 30	May 10	May 15
	May 1 through July 31	August 10	August 15
	August 1 through October 31	November 10	November 15
	November 1 through January 31	February 10	February 15
SnS Renewal	Customer may renew SnS at the end of the HPP Term at the then-current list prices less any applicable discounts available to Customer.		
U.S. Public Sector Customers	HPP eligibility restrictions apply to U.S. state and local public sector customers. HPP is not available to U.S. federal customers. Execution of an agreement to purchase HPP Credits by a U.S. public sector customer constitutes certification that the purchase and its prepayment are allowed by applicable laws and regulations.		
Applicable Terms	Customer’s use of the any VMware Offerings purchased through redemption of HPP Credits is subject to the VMware General Terms that are current as of the date of redemption of the HPP Credits, available at http://www.vmware.com/agreements ; provided, however, HPP Credits redeemed for Eligible Products and associated Support Services shall not be subject to the Termination for Convenience rights contained therein. For the avoidance of doubt, the Termination for Convenience right contained in the General Terms and set out at www.vmware.com/agreements applies to any HPP redemption for Subscription Services, but does not apply to any HPP redemption for Eligible Products and associated Support Services.		

