

# VMWARE CLOUD ON AWS TRIAL PROGRAM FAQs FOR CUSTOMERS

## Q. Who is eligible to participate in this trial program?

A. This trial program is available to all new VMware Cloud on AWS accounts. All global regions (AMER, EMEA, and APJ) are eligible. After trial, you can choose to purchase through VMware sales team or channel partners. Please note that there are certain limitations on credit card usage. Please refer to the credit card usage question below.

## Q. What would a trial user get from this trial program?

A. By default, a trial user can create one Single Host SDDC with i3.metal or i4i.metal host for free during the 30-day trial. However, host count, host type, and trial duration are subject to change. Please refer to the trial welcome email you receive for the most accurate information.

## Q. What is covered under the trial program?

A. During the trial period, the costs that incur with the VMware Cloud™ on AWS Trial are free, including host usage, Elastic IP, data transfer, bandwidth cost between VMware Cloud and AWS, NSX Advanced Firewall, and Transit Gateway.

## Q. Is VMware Cloud Disaster Recovery covered under this trial program?

A. Currently, VMware Cloud Disaster Recovery is not covered under this trial program.

## Q. What features are not available through this trial program?

A. The following features are not available as part of the trial program:

- Term commitment (1- or 3-year subscription) purchase
- Host types that are not available through this trial program
- Adding additional hosts beyond your trial host count
- Elastic DRS

- Microsoft SPLA licensing
- Free access to other VMware services, including Aria and Tanzu

## Q. After trial, can I purchase through AWS Resell channel?

A. Technically, AWS Resell customers can still participate in the trial program, but the trial orgs would not convert to production for those who want to purchase through AWS. If you intend to purchase through AWS or leverage existing AWS EDP (Enterprise Discount Program), you will need to create a new org for paid usage through AWS resell channel.

## Q. Is this program available to the MSP channel?

A. MSP tenants can participate in VMware Cloud on AWS trial program. However, the trial orgs won't convert to MSP orgs seamlessly. Converted users will need to create new MSP tenant org for paid usage.

## Q. Are trials only available for new VMware Cloud on AWS customers, or will existing customers be able to test new instances?

A. Only new VMware Cloud on AWS accounts are eligible. Existing customers do not qualify for this program to test new features.

## Q. We have unused SPP credits. Can we start a trial and use these credits when converting to production?

A. When onboarding, you can add the SPP credits as the payment method. After converting to paid usage, the system will start charging the SPP fund. If you have an existing VMware Cloud org, please create a new org for trial.

## Q. How do I sign up for this program?

A. You can sign up through [this form](#). After signing up, you will receive a call from VMware shortly after to verify your eligibility. Please note that the sales/partner contact listed will also be cc'ed in the trial welcome email.

**Q. Is there a payment method required for this trial program?**

A. Yes, a payment method is required during the onboarding steps. Credit cards, SPP credit funds, and Pay by Invoice are all accepted as payment methods. You won't get charged during the trial period for VMware Cloud on AWS usage.

**Q. Can I use a credit card to onboard?**

A. Certainly. You can use credit cards to onboard. However, please note that, due to risk and fraud considerations, certain limitations on use of credit cards as a payment method will apply. These are based on the address of the org or the billing address of the credit card. [Click here to check the countries where limitations for using credit cards apply.](#)

**Q. When does the countdown of the trial period start?**

A. The countdown starts when a trial org is created. A banner on the top of the VMware Cloud Console will show the remaining days of the trial. To optimize the value of the trial, it would be best to create an SDDC on the same day the trial starts. If you don't create any SDDC, the trial org will still expire at the end of the trial period.

**Q. Will the trial invite link in invitation email expire?**

A. All VMware Cloud on AWS trial invite links expire in 90 days. Please be sure to activate the trial before the link expires.

**Q. Does the trial SDDC convert to paid SDDC after conversion?**

A. After a trial user completes the conversion to paid usage flow in the VMware Cloud console, the trial SDDC will automatically convert to paid SDDC. After conversion, all trial restrictions will be removed, and user can scale up by creating more hosts. Please note that Single Host SDDCs are time-bound. They expire in 60 days regardless of trial or paid. If you plan to run production workloads on your SDDC, you should scale up to at least two hosts.

**Q. Is it possible to ask for an extension beyond 30 days?**

A. Yes, the trial can be extended per request. If you need more time in trial or are in the purchasing process and need to extend the trial, please reach out to chat support in the VMware Cloud Console.

**Q. Does the trial instance automatically convert to paid usage when the trial ends?**

A. No, it does not. After the trial period ends, user who hasn't converted will get a 7-days grace period. During the grace period, the user would have read-only access to the VMware Cloud Console, and access to the SDDC would be disabled. If the user doesn't convert by the end of the grace period, the SDDC will be deleted automatically. The trial program does not automatically start charging customers for the usage.

**Q. Can I scale the Single Host SDDC to 2 or 3-node before converting it to production?**

A. By default, this trial program only allows one Single Host SDDC at any time. Users will have to convert to paid usage before scaling up to 2 or 3-node. After converting to paid usage, users can go to the inventory page to scale up by adding hosts to their SDDC.

**Q. Are trials available globally on all VMware Cloud on AWS-supported regions? What about new regions that have launched recently?**

A. Yes, this trial is supported globally. New regions will automatically become available to the program. Some regions/availability zones may be unavailable temporarily due to capacity constraints. You will see available regions in the SDDC creation process at the time of deployment.

**Q. What support is available to trial users?**

A. Someone from VMware Customer Success team will check in with you after you set up your trial org. Please let them know if you need any help configuring the service. They will help connect you with technical resource. You can also leverage the chat support feature in the VMware Cloud Console.