



# Carahsoft OARnet VMware Cloud on AWS FAQs

## Overview

OARnet has partnered with VMware and Carahsoft to bring VMware Cloud on AWS services and subscriptions to all eligible customers, at similar, highly discounted OARnet costs which customers are familiar with. As VMware's Master Public Sector Aggregator and largest Public Sector Distribution Partner, Carahsoft, in close partnership with OARnet and VMware, will be more than happy to assist with any VMC on AWS quoting, ordering, or technical questions at anytime.

### Q: What is VMC on AWS?

A: VMware Cloud on AWS brings VMware's enterprise-class SDDC software to the AWS Cloud with optimized access to AWS services. Powered by VMware Cloud Foundation, VMware Cloud on AWS integrates our compute, storage and network virtualization products (VMware vSphere, VMware vSAN and VMware NSX) along with VMware vCenter management, optimized to run on dedicated, elastic, bare-metal AWS infrastructure.

### Q: What VMware products do I need to have on-premise for VMC on AWS?

A: The more software-defined you are with VMware technologies on-premises, the more value you can derive out of VMware Cloud on AWS. With this release, we have now expanded support for on-premises vCenter running vSphere 6.3 patch or later. However, you can still move workloads to and from VMware Cloud on AWS by doing cold migrations of the VMs. No conversion or modification is required. You can also just run VMware Cloud on AWS standalone with only a web browser. Please refer to the [VMware Compatibility Guide](#) for more information.

### Q: Am I able to purchase VMC on AWS Services through OARnet?

A: Yes. All OARnet-eligible customers are now able to purchase VMC on AWS Services through OARnet.

### Q: What pricing can I expect on VMC on AWS Services through OARnet?

A: All VMC on AWS Services will be quoted using SPP credits through OARnet. The amount of SPP credits needed for your requested service depends on the specific service you would like to see pricing for. Carahsoft and VMware can help to determine the number of credits needed for your desired service.

### Q: What do I need to do to receive a quote?

A: You may reach out to your preferred OARnet authorized partner directly for a quote. Alternatively, you may reach out to Carahsoft at [oarnetvmware@carahsoft.com](mailto:oarnetvmware@carahsoft.com) for further assistance.

### Q: Do I also need to purchase AWS Support?

A: No, VMware Cloud on AWS is supported by VMware. However, you can choose to purchase AWS support for the additional AWS services you use.

### Q: What subscription terms are available for purchase?

A: VMC on AWS is available in 1 or 3 year subscriptions, or as an on demand plan.

### Q: Are there any minimum purchase requirements?

A: The minimum purchase for VMC on AWS is 2 hosts.

### Q: Can I return or cancel my order?

A: No. Once your order is provisioned, you may not refund or cancel your subscription before the term expires.

### Q: Do I get a refund if I do not use all the capacity or features covered under my subscription?

A: No. By purchasing a subscription, you are making a financial commitment. You may use as many or as little of these services, as you wish.

**Q: Can I purchase multiple subscriptions? Can I co-term these to all expire on the same date?**

A: You may purchase more subscriptions, in addition to your initial subscription purchases. However, unfortunately multiple subscriptions may not be co-termed. Instead, each will have its own start/end dates.

**Q: Will I need an AWS account?**

A: Yes, you will need an active AWS customer account that will be linked to the VMware Cloud on AWS service. Carahsoft will assist in creating your AWS account upon receiving your OARnet VMC on AWS order.

**Q: Are there any Terms and Conditions which I must agree to when purchasing?**

A: Yes, by submitting a VMC on AWS order through OARnet, you are agreeing to following terms:

**Unless otherwise specified on the quote, the OARnet VMware quote received excludes any additional add ons to the service (e.g. egress charges, add ons). You will be billed for any additional charges.**

VMC on AWS Terms and Conditions: <https://www.vmware.com/download/eula/vmware-cloud-on-aws.html>

AWS Terms and Conditions: <https://s3.amazonaws.com/Reseller-Program-Legal-Documents/AWS+Access+Policy.pdf>

OARnet Terms and Conditions:

The software and services quoted above are subject to the terms and conditions of the OARnet VMware ELA Program. All software & services quoted herein are subject to the VMware Master End User License Agreement ("EULA") located on the OARnet website (<https://www.oar.net/sites/default/files/page-files/OARnet%20EULA%20Exhibit%20A%206.13.19.pdf>). The terms of the EULA published on the OARnet website supersede any click to accept EULA embedded in the software downloaded from VMware.

**1. Payment Terms**

Failure to Pay: OARnet may terminate this Agreement or EULA and demand End User to no longer use the Product, upon the failure of End User to pay charges when due. Such termination or denial will not relieve End User of responsibility of the payment of all accrued charges, plus reasonable interest and any collection fees.

**2. Term and Termination**

The initial term of this Agreement shall commence on the date this Agreement is executed by both parties and shall continue for the term set forth in Attachment 1 or is otherwise terminated pursuant to the Agreement or the terms of the EULA. OARnet may terminate this agreement upon 30 days' notice for End User's failure to pay invoices when due or immediately for material breach of any other term of this agreement and demand End User no longer uses the Product.

**3. Limitation of Liability**

OARnet shall not be liable to End User for any damage arising out of any event that is beyond the control of OARnet. OARnet shall not be liable to End User for any indirect, special, incidental, exemplary, consequential or other form of money damages, including but not limited to lost profits or damages of any kind, however caused, arising out of or in connection with the use or provision of the Product, whether based in contract, tort or any other legal theory, and whether or not OARnet has been made aware of the possibility of those damages.

**4. Compliance with Applicable Law and Other Obligations**

End User must comply with all laws, regulations, and policies applicable to their use of the Product, including, without limitation, U.S. export laws concerning use of the Product.

**5. Governing Law and Jurisdiction**

This agreement shall be subject to and construed in accordance with Ohio law. Any action based in whole or in part on this agreement must be brought in an Ohio court of competent jurisdiction.

**6. Entire Agreement; Amendments**

This agreement constitutes the entire agreement between the parties and supersedes all prior agreements and understandings with respect to the same subject matter. This agreement may not be modified by, and shall supersede any additional or contradictory term or condition of, any current or future purchase order from End User unless OARnet expressly agrees otherwise in writing. No amendment or modification of this agreement shall be effective unless in writing and signed by both parties.

## VMC on AWS Set Up

**Q: I have purchased my VMC on AWS service. What happens next?**

A: After your OARnet VMC on AWS order is placed, you should receive an activation email from Carahsoft including the following information:

- Steps on how to verify you have an active my.vmware account.
- Information on how to create an account with vmc.vmware.com to be linked to the VMware Cloud on AWS service.
- Information and prerequisites to deploy an SDDC from the VMware Cloud on AWS console, including the [On-Boarding Handbook](#).
- Details on how to begin your VMC environment.
- Full order details on the service ordered.
- Additional set up resources and videos.

Once this email is received, Carahsoft and your VMware VMC on AWS Customer Success representative should reach out to further assist with set up and redemption of this service through the my.vmware portal.

Any overage or add-on charges incurred will be billed separately.

**Q: How can I set up my AWS account?**

A: Carahsoft can assist in creating your AWS account upon receiving your OARnet VMC on AWS order.

**Q: Who can further assist me during this set up process?**

A: Both Carahsoft (OARnetVMware@Carahsoft.com) and your VMware VMC on AWS Customer Success representative will be present through this set up process, and will be available for assistance, whenever needed.