

## VMC on AWS Customer F&Q

**1. What is the Single Host SDDC offering?**

The VMware Cloud on AWS service can currently be consumed hourly on-demand or as 1 or 3 year subscription, with the minimum purchase of 4 hosts. However, with the new Single Host SDDC program, you can now purchase a single host, time-bound VMware Cloud on AWS environment with the ability to seamlessly scale the number of hosts up within that time period, while retaining your data. This single host offering applies to customers who want a lower-cost entry point for VMware Cloud on AWS.

**2. Where is the Single Host SDDC available today?**

The service is available in AWS US East (N. Virginia), US West (Oregon), EU West (London) and EU Central (Frankfurt).

**3. What are the features included in the Single Host SDDC offering?**

All the features that are available for 4 hosts are also included in the Single Host SDDC offering including hybrid operations between on-premises and VMware Cloud on AWS, such as vMotion as well as VMware Site Recovery (additional cost) and Hybrid Cloud Extension.

However, any operations or capabilities that require more than 1 host would not work. For example, High Availability (HA) and Stretched Clusters across Multi-AZ. Due to the nature of single host, the FTT=0, meaning that if your host fails, your data would be lost. VMware does not currently offer patching or upgrades to a Single Host SDDC.

**4. How many Single Host SDDCs can I provision?**

You may provision no more than one Single Host SDDC at a time.

**5. Can I run a Single Host SDDC indefinitely?**

A Single Host SDDC will be deleted after 30 days. All data on the SDDC will be lost. A 4-host SDDC is not time bound.

**6. Can I extend the lifetime of my Single Host SDDC beyond 30 days?**

No, but you may create a new Single Host SDDC as long as you are under your Single Host SDDC limit (1 for most, 2 for select partners).

**7. What payment methods are enabled for this offering?**

You can choose to pay by credit card or use your existing SPP/HPP credit fund. If you want to utilize your fund, you need to be either a fund owner or a fund user of the fund. If your email ID is not associated to the fund yet, please [follow the steps here to add yourself as a fund user](#).

**8. How is this offering priced?**

A host would cost you \$5.60 dollars per hour

**9. What support would I get for this offering?**

You will get the standard 24/5 chat support via the VMware Cloud on AWS console and via vSphere Client.

**10. What terms of service apply to this single host offering?**

You can find the latest terms [here](#).

**11. What service level agreement (SLA) do you offer for a Single Host SDDC?**

We offer no SLA for a single-host SDDC. In case of a component or host failure, you may lose your data.