FREE Cloud Connect Services Offer
Frequently Asked Questions

What is Veeam and its partner's offering?

Veeam® and its partners are giving away $200M (up to $1,000 per customer) in Cloud Connect services to help customers **leverage the cloud** – and the cloud capabilities built into Veeam Backup & Replication™ – to ensure the Availability of the applications, data and services that today's 24.7.365 organization relies on.

For the full list of offer terms and conditions go to:
https://go.veeam.com/promo-free-cloud-services#toConditions

Customer Eligibility

Who is eligible for $1,000 in free Cloud Connect services?

Any Veeam customer with a current paid license and support agreement for any of the following products is eligible:

- ✓ Veeam Availability Suite™
- ✓ Veeam Backup & Replication
- ✓ Veeam Backup Essentials™
- ✗ Note: Veeam Backup Free Edition customers are not eligible.

Licenses can be perpetual or subscription. Limit of one offer per Veeam customer account.

What if my Veeam support has expired?

Once you get back on support you are eligible to receive $1000 in free Cloud Connect services. This is a great opportunity to leverage the full functionality and new features in Veeam Backup & Replication, and to extend availability to the cloud with Veeam Cloud Connect.

What if I'm already using Veeam Cloud Connect?

If you are already consuming Cloud Connect services, you are still eligible for this offer as long as you use the funds to expand your service or purchase new services.

For example, if you're sending backups of some of your VMs to the cloud you could back up additional VMs to the cloud. Or you could replicate VMs to the cloud in addition to backing them up to the cloud.

What if I'm a new Veeam Backup & Replication customer?

As a new customer you will be eligible for this offer once you have a paid license of Veeam Availability Suite, Veeam Backup & Replication or Veeam Backup Essentials – just as long as you register before the offer deadline.

Trial licenses are not eligible for the FREE Cloud Connect Services Offer.

Is this a global offer?

The offer is currently only available to Veeam customers in the United States & Canada, then expanded to other regions.

Participation

How does the special offer work?

1. **Register for $1,000 in free Cloud Connect services:** https://go.veeam.com/promo-free-cloud-services
   Register to receive a unique activation code, which you can then redeem for free Cloud Connect services.
2. **Choose a provider**
   Talk with your trusted reseller to find the best cloud provider for you, then give that provider your unique activation code.
3. **Setup and configure**
   After a few quick and easy configuration steps, you'll be sending your data off-site to a cloud provider in minutes.

Is there a deadline to act on this offer?

Yes, you must request your code for free Cloud Connect services by March 31, 2017. You must then consume Cloud Connect services against your code by June 30, 2017.

The sooner you register; the more time you have to consume your free cloud services!

What if I don't consume the full $1,000 within the allotted timeframe?

You are eligible to receive up to the amount of $1,000 for new or expanded Cloud Connect services you utilize until June 30,2017. For example, if you are only able to consume $800 you would only get that amount free, and not be able to claim the additional $200 after the end date.

Do I have to go through a reseller to find a provider?

It is recommended that you go through the reseller used to obtain your Veeam licenses. However, if you would like to find a service provider on your own, please visit the VCSP directory: https://www.veeam.com/find-a-veeam-cloud-provider.html

What if I signed up for the offer but never received the activation code email?

If you met the offer Terms & Conditions and are an eligible recipient for the offer, in addition to receiving your activation code via email, you can also access it through your Veeam account at: https://my.veeam.com/

If you do not see your free cloud services code listed in your account, please contact your Sales Rep for further investigation.

Eligible Services

What cloud services can I obtain through this offer?

Any hosting service related to Cloud Connect Backup for VMs or Cloud Connect Replication for VMs is eligible through this offer.

What is Veeam Cloud Connect?

Veeam Cloud Connect enables organizations to get VM backups and replicas off site without the cost and complexity of building and maintaining an offsite infrastructure. Veeam Cloud Connect provides a fully integrated, fast and secure way to backup, replicate and restore from the cloud. For more information on Veeam Cloud Connect visit: https://www.veeam.com/offsite-cloud-backups-replicas.html

How is Veeam Cloud Connect licensed and priced?

Veeam Cloud Connect backup and replication is included within Veeam Availability Suite™, Veeam Backup & Replication™, and Veeam Backup Essentials™ for all end users at no additional charge and with no additional licensing required. However, you will need to acquire a subscription to the appropriate compute and storage resources from a [service provider of your choice](#) in order to use it.

Who delivers Cloud Connect services?

The cloud services pertaining to this offer are delivered through service providers within the Veeam Cloud & Service Provider (VCSP) program who have chosen to participate in this offer.

Veeam is funding up to $500, and the provider is matching their contribution with another $500 for a total of $1,000 towards your free Cloud Connect services.

Are there any minimums – number of VMs, one-year contract, etc.?

Veeam does not impose any minimums for this offer, although service providers may have their own requirements on minimums. For example, a provider may ask you to sign up for a one-year contract in order to use the Veeam-issued code for free Cloud Connect services.

Can I get free Cloud Connect services from different providers?

No, you will only receive one code for your Veeam account, and can only redeem that code with a single Veeam Cloud & Service Provider partner.

Can I use this offer with cloud backup for workstations and servers?

At least initially, the FREE Cloud Connect Services Offer is limited to cloud backup and DR for VMs. Cloud backup for workstations and servers protected by Veeam Agent *for Microsoft Windows* or Veeam Agent *for Linux* might be added at a later date (for example, once those products support direct backup to cloud).

Can I use this offer with Veeam Cloud Connect *for the Enterprise?*

No, this product is not eligible to use with the offer.