



VMware Cloud Service Provider Transition FAQ

This document provides answers to frequently asked questions for VMware Cloud Service Provider (VCSP) partners who are not continuing as authorized partners.

Updated July 14, 2025

General

Q: Why is Broadcom making changes to the Broadcom Advantage Partner Program for VCSP partners?

A: Broadcom is closing the current Program effective October 31, 2025, and evolving its partner strategy to work with a focused group of partners who are deeply invested in delivering customer success with VMware Cloud Foundation as demonstrated through market success.

Q: What will happen to VCSP partners of the closed Program?

A: On July 15, 2025, VCSP partners who are not invited to participate in the new Program for VCSP partners will be sent a notice of non-renewal. Departing partners will be able to conduct VCSP business as usual with both new and existing customers during the transition period, until October 31, 2025. However, the term for any new contracts executed during this period must be co-terminus with an existing commit contract. Starting November 1, 2025, departing partners will be able to support their existing customers in their existing commit contracts for the remainder of their commit contract term(s) with Broadcom or primary White Label provider. Departing partners will not be able to transact with new customers, execute new contracts (other than for capacity for existing customers) or renew existing contracts after October 31, 2025.

Q: Can departing partners rejoin the Broadcom Partner Advantage Program for VCSPs in the future?

A: The Broadcom Advantage Partner Program is a by-invitation-only Program, and it is currently closed. Broadcom may re-open the program to new participants in the future.

Q: Can departing partners transact co-terminated capacity commitment orders?

A: Yes, only for existing customers that the partner is currently servicing under a commit contract as of October 31, 2025.

Q: What is happening to the VCSP White Label model?

Broadcom is sunsetting the White Label model on October 31, 2025, and will not take the model forward under the new program.

Q: Can I continue to transact as a Registered-tier or Primary White Label provider for Registered-tier VCSP partners during the notice and wind down periods.

A: Yes. The same transitional commercial conditions apply to White Label contracts. Registered-tier VCSP partners should connect with their Primary White Label provider to verify the end date of their Aggregate White Label commit contract with Broadcom to determine the scope of your wind down period.

Q: I am an authorized partner for another division of Broadcom's Partner Program; will those other authorizations be impacted by this decision?

A: No, this action is specific to the current Broadcom Advantage Partner Program for VCSP partners only.

Q: Can I acquire VMware licenses through another authorized VMware Reseller or Value-Added OEM partner to provide a cloud or managed service to customers?

A: No, the Broadcom Foundation Agreement (EULA) prohibits licenses from being used to provide Hosted Services to unaffiliated third parties.

Q: Can I provide managed services using customer-owned licenses?

A: Yes, the Broadcom Foundation Agreement (EULA) allows licensees to enable entities to manage and operate their licenses in accordance with the Foundation Agreement terms and conditions to provide a dedicated service if they agree to assume responsibility for all acts and omissions associated with their use of the licenses. Please refer to the [Foundation Agreement](#) for additional details and to ensure compliance for you and your customers.

Q: Will the account privileges for Broadcom portals for departing partners be removed after October 31, 2025?

A: No, departed partners will continue to have access to Broadcom support and Partner Portal until the end of their current commit contract term.

Customer Support

Q: What will happen to customers that were managed by a departing partner and what options do they have to maintain access to VMware solutions going forward?

A: Departing partners are encouraged to work with authorized VCSP partners to ensure a smooth transition for customers who seek to renew a service at the end of their current term.

Q. Can I still support my customer as a departing partner?

A: Departing partners can continue to support their existing customers until the end of their current commit contract term including co-termed capacity orders.

Orders and Quotes

Q: What is the last day Broadcom will accept orders from a departing VCSP partner for new customers?

A: All orders for departing VCSP partners must be processed by Broadcom by October 31, 2025, at 5pm for your region (APJ: 5pm SGT, EMEA: 5pm CET, and AMER: 5pm PDT).

Q: What will happen to my active commit contracts with future billings on October 31, 2025?

A: Partners are responsible for payment through the end of those active contracts.

Q: What is the guidance on in-flight quotes where the departing partner was quoted for a new customer and when do these in-flight quotes expire?

A: Purchase orders for in-flight quotes for departing partners for a new customer must be submitted to Broadcom or their Cloud Commerce Manager and processed by Broadcom by October 31, 2025, at 5pm for your region (APJ: 5pm SGT, EMEA: 5pm CET, and AMER: 5pm PDT).

Support & Resources

For additional guidance regarding the termination decision or specific transactions, please contact your Partner Business Manager, Cloud Commerce Manager or the [Partner Help Desk](#). We also recommend that you check the Partner Portal for future FAQs.