



NVIDIA VIRTUAL GPU SOFTWARE RENEWAL

ANNUAL SUBSCRIPTION & SUMs (SUPPORT, UPDATE AND MAINTENANCE)

NVIDIA virtual GPU (vGPU) software products can be purchased as either a perpetual license or as an annual subscription.

RENEWAL REQUIREMENTS

- > For perpetual licenses, SUMs must be renewed by its expiration date.
- > Annual subscriptions must be renewed every year. SUMS is included with purchase.

RENEWAL TIMELINE

Initial renewal notifications are sent 90-120 days before the expiration date.

HOW TO RENEW

- > Contact an [NVIDIA partner or distributor](#) to request an executable quote
- > Contact [NVIDIA Renewal Team](#) for assistance

RESOURCES

- [NVIDIA Virtual GPU Packaging and Licensing Guide](#)
- [NVIDIA Virtual GPU Support Services](#)
- [NVIDIA vGPU Support Page](#)

WHY RENEW

Access the Latest Updates and Increased Functionality

Receive access to all major releases, feature enhancements, new hardware support.

Avoid Business Downtime

Effective hardware and software support are essential to ensure productivity and continuity of uninterrupted business.

Improve the Usability, Performance, and Security of Your Software Investment

Receive security patches, maintenance releases, and bug fixes to proactively avoid security vulnerabilities and reduce risk.

Unmatched Support Service

Direct communication with NVIDIA technical experts for rapid response and timely issue resolution; case acceptance for 24x7 remote support and 8x5 escalation support.

NVIDIA Support Portal

Log cases, track support history, and access searchable knowledge base for documentation, application notes, and articles.

| | vGPU Renewal Features |
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| Service Terms | Renewals are available in 1-5-year terms; co-termining for multiple contracts is available at the time of renewal |
| Maintenance/Upgrade | Access to all maintenance and upgrade releases |
| Direct Support | Direct communication with NVIDIA technical experts |
| Support Availability | 24/7 |
| Escalation Support | Standard local business hours (8 a.m.–5 p.m., Monday–Friday) |
| Support Portal | ✓ |
| Web/Email Support | ✓ |
| Phone Support | ✓ |