

Acquia Cloud for Partners

Frequently Asked Questions

What is Acquia Cloud for Partners?

Acquia Cloud for Partners is a free Acquia Cloud subscription, which includes development, staging, and production environments. This means that partners can build and deploy live end user sites on Acquia Cloud.

Who is eligible for this subscription?

All Acquia partners with current business partner agreements in place are eligible and encouraged to sign up for this subscription.

How do we sign up for this subscription?

To sign up, fill out [this form](#) and a Partner Development Representative will contact you.

What size instance do we get with this subscription?

Each partner organization will receive a Gen2 Large CPU+ instance, which contains 7 ECUs, 2 CPUs, and 3.75 GB of RAM.

How much storage do we get with this subscription?

25 GB.

How much bandwidth do I get with this subscription?

125 GB per month.

How many codebases can we put on our instance?

You can put as many codebases on your instance as will fit.

How do I add another codebase to my server?

Navigate to <https://insight.acquia.com/subscriptions/add>, select “Add a new site to an existing eligible subscription and its configured instance”, and choose your ACP for Partners original Subscription from the dropdown.

How do we know how much of our instance we are consuming?

You can access the graphs on the Servers tab within the Cloud UI to see current usage of the instance, including CPU, memory, and storage.

How do we increase the size of our instance?

In order to increase the size of your instance, you must convert to a paid subscription—either Acquia Cloud Professional (ACP) or Acquia Cloud Enterprise (ACE). Contact your Partner Development Representative for details. Note that if your instance goes down, Acquia Support will upsize your instance for a period of one week. You will have one week to purchase a paid subscription and migrate sites using either Acquia Ready or the self-service command line tool.

Where will this instance be located?

Your instance can be located in any of the following locations:

- United States
- Ireland
- Singapore
- Australia

How many members of our team can access this subscription? Can our end users access the sites?

You can use the Teams & Permissions feature of Acquia Cloud to control who inside or outside of your organization can access and modify your subscription and its associated sites.

What level of support is provided with the Acquia Cloud for Partners subscription?

Acquia provides [technical support](#) for the platform and infrastructure for non-self-service issues during business hours (Monday–Friday 8:00am–8:00pm EST). No Drupal application support tickets are provided. However, Acquia provides unlimited access to Acquia Help Center technical resources such as forums, podcasts, and how-to articles.

How do we transfer ownership of codebases to end users?

In order to transfer ownership of a codebase built and deployed on Acquia Cloud to an end user, you must ensure that the end user has created a user account and set up a credit card with Acquia. Contact your Partner Development Representative for more details.

Is there a fee for migrating an end user's codebase to a paid subscription? Who is responsible for the migration?

- **ACP:** There is NOT a fee for migrating a codebase from your free ACP subscription to an end user's paid ACP subscription. This can be done in a self-service manner via the command line tool. If you choose to leverage Acquia Ready to perform this migration for you, there is a fee. Contact your Partner Development Representative for more details.
- **ACE:** There is a fee for migrating a codebase from your free ACP subscription to an end user's paid ACE subscription. Acquia Ready will perform the migration services. Contact your Partner Development Representative for more details.

Will we receive a commission if the end user purchases a paid subscription after we build their site on Acquia Cloud?

Yes, partners will receive a commission per the standard process. Details can be found in the [Partner Reward Guidelines](#).

Where can I find the Terms and Conditions?

[View Terms and Conditions here.](#)

Who should we contact if we have additional questions not answered here?

Please reach out to your Partner Development Representative or email partners@acquia.com.