

# AMD Developer Cloud FAQ

## General Questions

- **What is the AMD Developer Cloud Access Program?**  
The AMD Developer Cloud Access Program is a pilot initiative offering AI developers access to select AMD Instinct™ accelerators through the new AMD Developer Cloud to build and optimize AI models.
- **How do I participate in the AMD Pilot Program, and what does it cost?**  
Participation is free. Simply fill out the application [form](#). A team of AMD experts will review your proposal to determine eligibility.
- **What are the eligibility requirements?**  
Participants must be at least 18 years old or of the age of majority in their country/province/state of residence, whichever is older, at the time of registration. Nationals or residents of Belarus, Burma, Cuba, Iran, North Korea, the People's Republic of China, Russia, Syria, Sudan, Venezuela, or regions under export restrictions are not eligible. Employees of AMD, its subsidiaries, affiliates, and their immediate families are also ineligible.
- **What happens after I fill out the registration form?**  
After completing the registration form with all the required information, a team of AMD technical experts will review your registration application. If your registration application is approved, you will receive the cloud instance's login details.  
*Pro Tip:* Include any relevant past projects or links to demonstrate your experience when you submit your registration application.
- **What happens if I'm selected for the AMD pilot program?**  
You will receive a confirmation email with details on how to access the AMD Developer Cloud.
- **How long will I have cloud access?**  
Time will be granted in a block of 100 hours of cloud access. AMD will provide \$100 in credit to your cloud account. For every hour of use of the AMD Instinct™ MI210 GPU, one dollar (\$1.00) will be deducted from the \$100 credit, and two dollars (\$2.00) will be deducted for every hour of Instinct MI250 GPU usage. Your access will expire within 60 days or after you reach the 100-hour limit and have \$0.00 left in your cloud account.
- **What if I need more than 100 hours?**  
If you need additional time, you may apply for an extension by re-submitting the access [form](#) with a justification on an extension.
- **Can I withdraw from the program if I want?**  
Yes, you can withdraw at any time. Please contact [developercloudsupport@amd.com](mailto:developercloudsupport@amd.com) if you need support.
- **Can I reapply if my application is rejected?**  
Yes, you can resubmit an application if project requirements have substantially changed.
- **What is the selection process?**  
An AMD team will assess the submissions based on the project's merit, which is determined in the sole discretion of the AMD team. Preference will be given to open-source projects.

- **How will my work be used in the future?**  
AMD will not acquire the rights to use the submissions it receives in the Cloud Developer program. Your submission will not be used by AMD and all rights thereto will remain your property.
- **Who owns the rights to the work I perform on the AAC?**  
You own the rights to the work you perform on the ACC. Neither AMD nor other developers will have access to your files or to the work performed on the ACC by other developers.

## Support

- **What is AMD Accelerator Cloud (AAC)?**  
The AMD Accelerator Cloud (AAC) is a hosted platform providing access to the latest hardware, tools, and software for efficient AI development. Learn more [here](#).
- **Who should I contact for questions regarding AAC and the required hardware?**  
Please contact [developercloudsupport@amd.com](mailto:developercloudsupport@amd.com)
- **Can I share my AAC access with other developers?**  
No, access is strictly individual and may not be shared with others.
- **What happens to my AAC access when there is maintenance?**  
Maintenance activities can occur at two levels:  
  
Web Level Maintenance: This type of maintenance has a minimal and brief impact on the user experience. During this time, the web interface might be temporarily unavailable or slow, but your running workloads will not be affected. This is because the workloads are executed within the clusters and can still be accessed via SSH or the provided web interface in the running workload.  
  
Cluster Level Maintenance: This type of maintenance has a more significant impact on the user experience. It may affect the access, availability or performance of the accelerators within the specific cluster undergoing maintenance.  
  
In summary, while web-level maintenance can cause minor disruptions to the web interface and running workloads will be unaffected. Cluster-level maintenance may have a more noticeable impact, however, any maintenance operation will be scheduled and notified well in advance.