

VMware Basic Support

Weekday support for test, development, and non-critical deployments

KEY BENEFITS

- Available by region
- Unlimited number of support requests
- Up to 4 Administrators
- Remote support
- Online access to documentation and technical resources, knowledge base articles, and discussion forums
- Online access to product updates and upgrades

ADDITIONAL INFORMATION

Purchase information can be found by dialing one of [VMware's toll free numbers](#) and choosing the Sales Option or contacting one of [VMware's resellers](#). Additional information about VMware's support policies and offerings can be found in the [VMware Technical Support Guide](#).

Overview

VMware® Basic Support is designed for non-critical applications and platforms that require support during normal business hours. VMware global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. Each center is staffed with engineers that can provide industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

FEATURE	BASIC SUPPORT
Length of Service	1 or 3 years
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported [1]	Support by Product Matrix
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Number of Support Administrators	4
Number of Support Requests	Unlimited
Target Response Times	Severity 1 – 4 business hours Severity 2 – 8 business hours Severity 3 – 12 business hours Severity 4 – 12 business hours
Business Hours	Please refer to VMware Severity Definitions and Response Times

[1] The purchase of Basic Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product.