

# VMware Basic Support & Subscription Service

## KEY BENEFITS

- Global, 12x5 access to support.
- Unlimited support requests.
- Remote support.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Product updates and upgrades.

## Overview

VMware® Basic Support and Subscription Service 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.

## 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 [Technical Support Guide](#).

FEATURE	BASIC SUPPORT		
Hours of Operation	12 hours/day Monday-Friday		
Length of Service	1, 2 or, 3 years		
Product Updates	Yes*		
Product Upgrades	Yes*		
Products Supported	All products (excluding VMware Fusion™ and VMware Player)		
Method of Access	Telephone/Web		
Response Method	Telephone/email		
Remote Support	Yes		
Access to VMware Web Site	Yes		
Access to VMware Discussion Forums and Knowledge Base	Yes		
Max Number of Technical Contacts per Contract	4		
Number of Support Requests	Unlimited		
Target Response Times	Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	4 business hours 8 business hours 12 business hours 12 business hours	
Business Hours	Monday - Friday	North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ)  Australia/NewZealand	6am - 6pm (local time) 6am - 6pm (PST/PDT) 6am - 6pm (EST/EDT) 7am - 7pm (GMT/GMT +1) 8:30am - 8:30pm (Singapore Time) 7am - 7pm (Sydney AET)
* Product updates and upgrades are not included with Basic Support and Subscription Service for SUSE Linux Enterprise Server (SLES) for VMware.			

Global hours of operation for Gemstone support are Monday-Friday, 8 am - 5 pm PT.



## GLOBAL SUPPORT SERVICES DATASHEET

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