

VMware Complimentary Support

KEY BENEFITS

- Assistance with installation of selected VMware software products.
- File a support request online with 24-hour typical response time.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.

Overview

VMware highly recommends that you take advantage of VMware's online [knowledge base](#), [documentation](#) and [discussion forums](#)—complimentary resources that may lead directly to the answers needed!

If you cannot find an answer to your support issue, you can file a support request with VMware technical support. Support requests can be submitted through the [VMware Web site](#) or by [phone](#) and responses are sent by email.

To receive access to technical support, you must first [register your product](#).

Additional Information

Assistance with filing a support request can be found by dialing one of VMware's [toll free numbers](#) and selecting Technical Support and then Fusion/Workstation. Additional information about our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	WORKSTATION	FUSION 1.X OR 2.X	FUSION 3.X*
Hours of Operation	12 hours/day Monday-Friday	12 hours/day Monday-Friday	12 hours/day Monday-Friday
Length of Service	30 days from product registration	30 days from product registration	18 months from product registration
Product Updates	Yes	Yes	Yes
Method of Access	Web and phone	Web and phone	Web and phone
Response Method	Email	Email	Email
Access to VMware Web Site	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes
Number of Support Requests	Unlimited	Unlimited	Unlimited
Target Response Times (Web) – All Severities	24 hours from time of submission	24 hours from time of submission	24 hours from time of submission
Business Hours	Monday - Friday 6 a.m. to 6 p.m. (local time zone)	Monday - Friday 6 a.m. to 6 p.m. (PST/PDT) Globally	Monday - Friday 6 a.m. to 6 p.m. (PST/PDT) Globally
Alaska, Hawaii	6 a.m. to 6 p.m. (PST/PDT)		
South America (NASA)	6 a.m. to 6 p.m. (EST/EDT)		
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (GMT/GMT+1)		
Asia Pacific, Japan (APJ)	8:30 a.m. to 8:30 p.m. (Singapore Time)		
Australia/New Zealand	7 a.m. to 7 p.m. (Sydney AET)		

*Complimentary support is valid for 18 months or until end of life of the product, whichever comes first.



GLOBAL SUPPORT SERVICES DATASHEET