

VMware Desktop Standard Support

KEY BENEFITS

- Unlimited number of support requests
- 12x5 access to Technical Support
- Remote Support
- Online access to documentation and technical resources, knowledge base, discussion forums
- Product updates and upgrades

Overview

VMware Desktop Standard Support provides timely support expertise and enables you to maximize the value of your VMware Fusion licenses - whether you are a small or medium business running VMware Fusion for productivity applications like Microsoft Outlook or Blackberry servers, a design firm checking compatibility across different internet browsers, or a large corporation protecting your investments in Windows software business-critical applications.

VMware offers Fusion Desktop Standard Support for customers who have purchased more than ten licenses of VMware Fusion and have a dedicated internal Desktop Standard Support Customer Team * to act as an internal help desk for their employees.

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

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	DESKTOP STANDARD 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	VMware Fusion only
Method of Access	Web and phone
Response Method	Phone and email
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract	4
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	4 business hours
Major (Severity 2)	8 business hours
Minor (Severity 3)	12 business hours
Cosmetic (Severity 4)	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/New Zealand	6 a.m. to 6 p.m. (PST/PDT) Globally

*"Desktop Standard Support Customer Team" means a Customer team that: (i) consists of no more than four (4) technical contacts, (ii) provides front line support for the desktop and virtual systems supported, making use of available technical repositories and experience to resolve known issues and (iii) is located in the defined VMware regions.



GLOBAL SUPPORT
SERVICES DATASHEET