



VMware Gold Support & Subscription Service

- KEY BENEFITS**
- Global, 12x5 access to support
 - Unlimited number of support requests
 - Remote Support
 - Online access to:
 - o Documentation and technical resources
 - o Knowledge base
 - o Discussion forums
 - Product updates and upgrades

Overview

VMware® Gold Support is designed for non-critical applications and platforms that require support during normal business hours. Our 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. We are 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 our [resellers](#). Additional information about our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	GOLD SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	1, 2 or 3 Years
Product Updates	✓
Product Upgrades	✓
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 Support Administrators 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	6 a.m. to 6 p.m. (local time zone)
Alaska, Hawaii	6 a.m. to 6 p.m. (PST)
South America (NASA)	6 a.m. to 6 p.m. (EST)
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (GMT)
Asia Pacific, Japan (APJ)	8:30 a.m. to 8:30 p.m. (Singapore Time)
Australia/NewZealand	7 a.m. to 7 p.m. (Sydney AET)