

VMware Per Incident Support

KEY BENEFITS

- Flexible “pay as you go” model.
- Good for technical support on specific products.
- Sold as individual incidents or in economical 3- or 5-incident packs, depending on product.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.

Overview

VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product. Per-Incident Support is non-refundable; please see [Terms and Conditions](#) for details.

VMware offers Per Incident support for several products allowing access to support as you need it. With Per Incident support, customers can choose to log cases and receive responses either through the Web or by the phone.

Before purchasing Per Incident support, 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!

FEATURE	VMWARE ESXI*, VMWARE VSPHERE ESSENTIALS**	VMWARE ACE STARTER KIT, WORKSTATION AND VIRTUALCENTER FOR VMWARE SERVER (V. 1.4)	VMWARE VCENTER CONVERTER STANDALONE	VMWARE FUSION
Hours of Operation	12 hours/day, Monday–Friday	12 hours/day, Monday–Friday	12 hours/day, Monday–Friday	12 hours/day, Monday–Friday
Length of Service	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident
Method of Access	Web and phone	Web and phone	Web and phone	Web and phone
Response Method	Phone and email	Phone and email	Phone and email	Phone and Email
Access to VMware Web Site	Yes	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes	Yes
Number of Support Requests Purchasable	1-, 3-, or, 5-incident packs	1-, 3-, or, 5-incident packs	1 incident	1-, 3-, or, 5-incident packs

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Target Response Times	4 business hours for severity 1; next business day for all other severities	1 business day for all severities	1 business day for all severities	1 business day for all severities
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	Monday - Friday 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)	Monday - Friday 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)	Monday - Friday 6 a.m. – 6 p.m. (PST/PDT) Globally
How to Purchase	Resellers VMware Store – VMware ESXi Per Incident Support VMware Store – VMware vSphere Essentials Per Incident Support	Resellers VMware Store – Workstation Per Incident Support VMware Store – VirtualCenter for VMware Server Per Incident Support	Resellers VMware Store – VMware vCenter Converter Standalone Per Incident Support	Resellers VMware Store – VMware Fusion Per Incident Support

* Per Incident support for VMware ESXi is not available for VMware ESXi licenses sold as part of the Foundation, Standard or Enterprise bundles.

** Per Incident support for VMware vSphere Essentials is not available for VMware ESXi or VMware vCenter Server licenses sold as part of the Foundation, Standard or Enterprise bundles.

*** As Workstation is a key component of the ACE Starter Kit, Workstation Per Incident support can be purchased to resolve individual ACE Starter Kit support issues.

Additional Information

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

