



VMware Per Incident Support

KEY BENEFITS

- Pay as you go
- Good for technical support on specific products
- Sold as individual per incidents or as economical 1, 3 or 5 incident packs, depending on product
- Online access to documentation and technical resources, Knowledge Base articles and discussion forums

Overview

VMware offers technical support for several products on a per incident basis allowing access to support as you need it. VMware Ace Starter Kit, VMware Workstation, VMware Virtual Center for VMware Server, VMware Converter Starter Edition and VMware Fusion all have per incident support available for purchase to meet the needs of individual consumers or smaller data centers and software development organizations

Web and phone-initiated support for Ace Starter Kit, Workstation and Virtual Center can be purchased in economical 1, 3 or 5 per incident packs through our VMware Sales Team at 1-877-4VMware. Both [Workstation Per Incident support](#) and [Virtual Center Per Incident support](#) can be purchased through our online store. Note: As Workstation is a key component of the ACE Starter Kit, Workstation per incident support is used for both products. Responses are returned via phone or email depending on customer preference.

Web and phone-initiated support for VMware Converter Starter Edition is sold on a single per incident basis and can be purchased through our VMware Sales Team at 1-877-4VMware under the P2V2 product category. Responses are returned via phone or email depending on customer preference.

Per incident support for VMware Fusion can be initiated on our website and will be responded to via email. [Per incident support for Fusion](#) can be purchased in convenient 1, 3 and 5 per incident packs either through our online store or through our VMware Sales Team at 1-877-4VMware.

Before purchasing per incident support, we highly recommend that you take advantage of our online Knowledge Base, documentation and discussion forums—complimentary resources that may lead directly to the answers needed!

| FEATURE | ACE STARTER KIT, WORKSTATION AND VIRTUALCENTER FOR VMWARE SERVER | CONVERTER STARTER EDITION | FUSION |
|--|--|---|---|
| Hours of Operation | 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 |
| Product Updates | Not Available | Not Available | Not Available |
| Product Upgrades | Not Available | Not Available | Not Available |
| Method of Access | Web and Phone | Web and Phone | Web Only |
| Response Method | Phone and Email | Phone and Email | Email Only |
| Access to VMware Web Site | Yes | Yes | Yes |
| Access to VMware Discussion Forums and Knowledge Base | Yes | Yes | Yes |
| Number of Support Requests Purchasable | 1, 3, 5 Per Incident Packs | One Per Incident | 1, 3, 5 Per Incident Packs |

| FEATURE | ACE STARTER KIT, WORKSTATION AND VIRTUALCENTER FOR VMWARE SERVER | CONVERTER STARTER EDITION | FUSION |
|--|--|--|--|
| Target Response Times | 1 business day for all severities | 1 business day for all severities | 1 business day for all severities |
| Business Hours North America & Latin America Alaska, Hawaii South America (NASA) | Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST) | Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST) | Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST) |
| Europe, Middle East, Africa (EMEA) | 7 a.m. to 7 p.m. (GMT) | 7 a.m. to 7 p.m. (GMT) | 7 a.m. to 7 p.m. (GMT) |
| Asia Pacific, Japan (APJ) | 8:30 a.m. to 8:30 p.m. (Singapore Time) | 8:30 a.m. to 8:30 p.m. (Singapore Time) | 8:30 a.m. to 8:30 p.m. (Singapore Time) |
| Australia/NewZealand | 7 a.m. to 7 p.m. (Sydney AET) | 7 a.m. to 7 p.m. (Sydney AET) | 7 a.m. to 7 p.m. (Sydney AET) |

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](#).