

VMware Production Support and Subscription Service

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues.
- Fast response times for critical issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Product updates and upgrades.

Overview

The VMware® Production Support and Subscription Service is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is 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 VMware's [resellers](#). Additional information about VMware's support policies and offerings can be found in the [Technical Support Guide](#).

FEATURE	PRODUCTION SUPPORT
Hours of Operation	24x7x365
Length of Service	1, 2 or, 3 years
Product Updates	Yes*
Product Upgrades	Yes*
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 Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Target Response Times	Critical (Severity 1) 30 minutes or less; 24x7 Major (Severity 2) 4 business hours Minor (Severity 3) 8 business hours Cosmetic (Severity 4) 12 business hours
Business Hours	Monday - Friday North America & Latin America Alaska, Hawaii 6am – 6pm (local time) 6am – 6pm (PST/PDT) South America (NASA) 6am – 6pm (EST/EDT) Europe, Middle East, Africa (EMEA) 7am – 7pm (GMT/GMT +1) Asia Pacific, Japan (APJ) 8:30am – 8:30pm Australia/NewZealand (Singapore Time) 7am – 7pm (Sydney AET)
* Product updates and upgrades are not included with Production Support and Subscription Service for SUSE Linux Enterprise Server (SLES) for VMware.	

Global hours of operation for Gemstone support are Monday-Friday, 8 am – 5 pm PT. Severity 1 issues are responded to on a 24x7 basis.

