



# VMware Silver Support & Subscription Service

## KEY BENEFITS

- Global, 12x5 Web-only access to support
- Unlimited number of support requests
- Online access to:
  - o Documentation and technical resources
  - o Knowledge base
  - o Discussion forums
- Product updates and upgrades

## Overview

VMware Silver Support is designed for individual users of our VMware Workstation product. Silver support requests are submitted via the VMware support Web site only. Subscribers to this service should take advantage of our online knowledge base, documentation and discussion forums. Developers, test engineers and help desk personnel requiring the ability to contact VMware Support by phone should consider the VMware Gold Support service.

## 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	SILVER SUPPORT
<b>Hours of Operation</b>	12 Hours/Day Monday–Friday
<b>Length of Service</b>	1, 2 or 3 Years
<b>Product Updates</b>	✓
<b>Product Upgrades</b>	✓
<b>Products Supported</b>	Workstation Only
<b>Method of Access</b>	Web Only
<b>Response Method</b>	Email Only
<b>Access to VMware Web Site</b>	✓
<b>Access to VMware Discussion Forums and Knowledge Base</b>	✓
<b>Max Number of Support Admins per Contract</b>	2
<b>Number of Support Requests</b>	Unlimited
<b>Target Response Times</b> Web: Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	8 business hours 12 business hours 12 business hours 12 business hours
<b>Business Hours</b> North America & Latin America Alaska, Hawaii South America (NASA)  Europe, Middle East, Africa (EMEA)  Asia Pacific, Japan (APJ)  Australia/NewZealand	<b>Monday - Friday</b> 6am - 6pm (Local Time Zone) 6am - 6pm (PST) 6am - 6pm (EST)  7am – 7pm (GMT)  8:30am – 8:30pm (Singapore Time)  7am – 7pm (Sydney AET)