



VMware Fusion™ Complimentary Support

KEY BENEFITS

- Free with the purchase of VMware Fusion
- Helps you get through the installation phase
- Online access to:
 - o Documentation and technical resources
 - o Knowledge base
 - o Discussion forums

Overview

VMware® Fusion Complimentary Support offers Fusion customers web-based installation and configuration assistance for 30 consecutive calendar days starting from your date of product registration. Support requests are submitted via the VMware support Web site only. It is highly recommended that you also take advantage of our online knowledge base, documentation and discussion forums.

Contact VMware Support

To obtain more information or purchase any of our products, contact VMware directly at 1-877-4VMware.

Find a reseller near you at vmware.com/partners/resellers/.

Toll free international numbers can be found at vmware.com/support/phone_support.html.

Additional information is available in our Technical Support Guide at vmware.com/pdf/techsupport.pdf

FEATURE	SITE SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	30 days for installation assistance/support
Product Updates	✓
Product Upgrades	Not Available
Products Supported	Fusion Only
Access Channels	Web Only
Access to VMware Web Site	✓
Access to VMware Discussion Forums and Knowledge Base	✓
Max Number of Support Admins per Contract	Not Applicable
Number of Support Requests	Unlimited
Target Response Times	24 hours from time of submission
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/NewZealand	Monday - Friday 6am - 6pm local time zone 6am - 6pm PST 6am - 6pm EST 7am – 7pm (GMT) 8:30am – 8:30pm (Singapore Time) 7am – 7pm (Sydney AET)