

VMware Technology Network Support

Key Benefits

- **Included with the purchase of VMTN Subscription**
- **Web-based incident reporting**
- **Online access to:**
 - **Documentation and technical resources**
 - **Knowledge base**
 - **Discussion forums forums**
- **Product updates and upgrades**

Overview

VMware® Technology Network Support provides two ways of getting support for products included in VMTN Subscription. As a VMTN subscriber, you can receive self-help support via the VMTN web site, or you may directly submit your request through an online support request.

The VMTN web site contains discussion forums, technical papers, developer resources, product documentation and VMware's support knowledge base. The vast resources available from the VMTN web site are the best place to get answers to your technical questions.

VMTN subscribers are also entitled to two online support requests, per subscription purchased, per year. Online support requests must be submitted via the web-based VMTN support request forms.

VMTN Support Request Form

URL: <http://www.vmware.com/support/vmtn>

VMTN Web Site

URL: <http://www.vmtn.net>

Feature	VMTN Support
Hours of Operation	12 Hours/Day Monday-Friday
Length of Service	1 year
Product Updates	✓
Product Upgrades	✓
Products Supported	All products distributed in VMTN subscription
Support Channels	Web Only
Access to VMware Web Site	✓
Access to VMware Discussion Forums and Knowledge Base	✓
Max Number of Support Administrators	1 per subscription
Number of Support Requests	2 per year
Target Response Time	2 business days for all severities
Business Hours	
North America & Latin America Alaska, Hawaii South America (NASA)	Monday - Friday 6am - 6pm local time zone 6am - 6pm PST 6am - 6pm EST
Europe, Middle East, Africa (EMEA)	Monday – Friday 7am – 7pm (GMT)
Asia Pacific, Japan (APJ)	Monday - Friday 8:30am – 8:30pm Singapore Time
Australia/NewZealand	7am – 7pm (Sydney AET)

Additional Information

Please refer to the Technical Support Guide at:

<http://www.vmware.com/pdf/techsupportguide.pdf>

FOR MORE INFORMATION PLEASE CONTACT VMWARE, INC. AT:

1-877-486-9273
IN THE U.S. AND CANADA

1-650-475-5000
ELSEWHERE