

VMware VMTN Per Incident Support

Key Benefits

- Pay as you go
- Online access to:
 - Documentation and technical resources
 - Knowledge base
 - Discussion forums

Overview

VMware® Per Incident Support offers pay-per-request support for VMware VMTN. Support requests are submitted via the VMware support Web site only. It is highly recommended that you take advantage of our online knowledge base, documentation and discussion forums before deciding to pay for an individual incident.

Purchase VMware Support

Contact VMware sales staff by phone at:

+1-877-4-VMWARE (+1-877-486-9273), Option 1 or direct at +1-650-475-5000

Email: sales@vmware.com

Or contact any of our VMware VIP Resellers. You can find a reseller near you at: <http://www.vmware.com/partners/resellers/>

| Feature | Per Incident Support |
|---|--|
| Hours of Operation | 12 Hours/Day Monday–Friday |
| Length of Service | Valid for one year after purchase of the incident |
| Product Updates | Not available |
| Product Upgrades | Not Available |
| Products Supported | All products distributed in VMTN subscription |
| Access Channels | Web Only |
| Access to VMware Web Site | ✓ |
| Access to VMware Discussion Forums and Knowledge Base | ✓ |
| Max Number of Support Administrators per Contract | 1 per subscription |
| Number of Support Requests | 1 per Incident |
| Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4) | 2 business days for all severities |
| Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/New Zealand | Monday - Friday 6am - 6pm local time zone 6am - 6pm PST 6am - 6pm EST Monday – Friday 7am – 7pm (GMT) Monday - Friday 8:30am – 8:30pm Singapore Time 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