

VMware SASE Premier Support

VMWARE SASE PREMIER SUPPORT

KEY BENEFITS

- Global 24 x 7 access for Severity 1 and 2 issues
- Aggressive target response times for initial response for critical issues
- Root cause analysis
- Unlimited number of support requests and remote support
- Online access to documentation, knowledge base articles and other technical resources

ADDITIONAL INFORMATION

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option or contact a VMware reseller.

TERMS AND CONDITIONS

The datasheet is for informational purposes only. VMware makes no warranties, express or implied in this datasheet. VMware SASE Premier Support for on-premises license products are subject to [VMware SnS Terms and Conditions](#) and its amendment [SASE SnS amendment](#). VMware SASE Premier Support for SaaS and subscription services are subject to [Support for VMware Cloud Service Offering Terms and Conditions](#) and its amendment [SASE Cloud amendment](#)

FEATURE	Premier Support
Hours of Operation	24 x 7 x 365
Length of Service	1 or Multi-year
SaaS & Online Access to Product Updates	Yes
Method of Access	Telephone, Web
Response Method	Telephone, Email
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Number of Support Requests	Unlimited
Root Cause Analysis	Severity 1 & 2 incidents upon request
Critical (Severity 1) Target Response Time for Initial Response	30 minutes or less; 24x7
Major (Severity 2) Target Response Time for Initial Response	2 hours or less; 24 x7
Minor (Severity 3) Target Response Time for Initial Response	4 business hours
Cosmetic (Severity 4) Target Response Time for Initial Response	12 business hours

BUSINESS HOURS	MONDAY-FRIDAY
North America	8 AM – 6 PM (Local Time Zone)
Alaska, Hawaii	8 AM – 6 PM (PST/PDT)
Latin America	8 AM – 6 PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	8 AM – 6 PM (GMT/GMT+1)
Asia, Pacific Rim	8 AM – 6 PM (SGT)
Japan (APJ)	9 AM – 6 PM (JST)
Australia/New Zealand	8 AM – 6 PM (Sydney AET)

SEVERITY	DEFINITION
Critical (Severity 1)	<p>Critical production issue that severely impacts your use of the service. The situation halts your business operations, and no procedural workaround exists.</p> <ul style="list-style-type: none"> • Service is down or unavailable • Data corrupted or lost and must restore from backup • A critical documented feature / function is not available. <p>Severity 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with VMware.</p>
Major (Severity 2)	<p>Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations, and no reasonable workaround exists.</p> <ul style="list-style-type: none"> • Service is operational but highly degraded performance to the point of major impact on usage. • Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion
Minor (Severity 3)	<p>There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable</p>

Cosmetic (Severity 4)	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available.
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