

# VMware Support Services Guide

During the Support Services Period, Customer will receive Technical Support and Subscription Services in accordance with this Support Services Guide, the Technical Support Guide, applicable Support Policies, and the VMware General Terms. Support edition information can be found in the Support Policies.

## "Severity One"

A production system is down, or a critical production issue exists that severely impacts the use of the Software or Service Offering. Severity One support requires you to have dedicated resources available to work on the issue on an ongoing basis with VMware, and includes the following situations:

- The situation halts business operations and no workaround exists; or
- All or a substantial portion of mission critical data is at a significant risk of loss or corruption and may need to be restored from backup; or
- A substantial loss of service or capacity.

## "Severity Two"

Major functionality or performance degradation of the system or business operations is severely impaired such that:

- Operations can continue in a restricted fashion, but normal day to day management or configuration of the system has been adversely affected with no acceptable workaround; or
- A major on-premise deployment milestone is at risk; ongoing and incremental installations or upgrades are affected; or
- A minor loss of capacity; or
- A loss of some or all services features or redundancy functionality; or
- There is a substantial risk of an imminent service outage.

## "Severity Three"

A partial, non-critical loss of functionality or use of the Software or Service Offering such that:

- The operation of a component(s) is impaired but allows users to continue using the Software or Service Offering; or
- Initial on-premise installation milestones are at minimal risk; or
- Failures of the Software or loss of use of the Service Offering that do not affect the normal daily operations of the system or business and a short-term workaround is available but not scalable.

## "Severity Four"

General usage questions and cosmetic issues, including errors in the documentation:

- Inquiries regarding a routine technical issue, general issues with performance management or logging functionality; or
- Information requests on application capabilities, navigation, installation, or configuration; or
- A bug affecting a small number of users and an acceptable workaround is available.

## Customer Responsibilities

1. Customer is responsible for use of the Software by its personnel, and must properly train its personnel in the use of the Software.
2. Customer should promptly report to VMware all problems with the Software, and must implement all corrective procedures provided by VMware.
3. Customer is responsible for protecting and backing up data stored on the systems on which the Software is used.
4. VMware's performance of the Support Services is contingent on Customer making its skilled personnel reasonably available.

## Exclusions

Support Services do not cover problems caused by the following:

1. Unusual external physical factors, such as adverse weather, a failure of electric power or climate control, neglect or misuse;
2. Use of the Software that deviates from any operating procedures as specified in the Documentation;
3. any software or hardware that is manufactured by a party other than VMware and is either (i) not delivered with the Software, or (ii) not embedded into the Software;
4. any modification, addition or development of code scripts deviating from the predefined product code tree(s)/modules developed by VMware for production deployment; or
5. Any customized deliverables created by VMware, VMware partners, or third-party service providers.

## Purchase Requirements

1. Customer must purchase or renew Support Services at the same level for all licenses for a particular Software product installed in a given environment, such as Test, Development, QA, or Production (e.g., a customer cannot purchase Production level support for only one license of vSphere in its lab and purchase Basic level support for the other vSphere licenses in that environment).
2. Certain advanced Support Services (e.g., S360 for Telecom) require that Customer also purchases a base level of support.
3. For Perpetual Licenses, if Customer purchases Support Services after acquiring licenses, or wishes to re-enroll in lapsed Support Services, Customer must pay: (i) the applicable fees for the current Support Services period; (ii) the fees for Support Services that Customer would have been paid while not enrolled in the Support Services, and (iii) a 20% reinstatement fee on the sum of the fees in (i) and (ii).
4. The then-current Support Services Guide will apply to Support Services renewals.

## Authorized Technical Contacts

Customer is entitled to the number of authorized technical contacts based on the level of Support Services Customer purchased as described at <https://www.vmware.com/support/services.html>. Customer may not use group aliases for its authorized technical contacts.

When opening a support request, Customer's authorized technical contacts will designate the severity of the issue. VMware will validate the severity designation.

### Glossary

Documentation	the product documentation describing the features, functionality, and use of the Software published and updated by VMware from time to time at <a href="https://docs.vmware.com">https://docs.vmware.com</a>
Error	failure of the Software to substantially conform with its Documentation
Maintenance Release	a generally available release of the Software that provides maintenance corrections or high severity bug fixes (e.g., designated Software 5.0 >> Software 5.0.1 or Software 5.0 Update 1).
Minor Release	a generally available release of the Software that: (i) introduces a limited number of new features, functionality, and minor enhancements and (ii) fixes for high severity and high priority bugs identified in the current release (e.g., designated Software 5.0>>Software 5.1).
Major Release	a generally available release of the Software that: (i) contains functional enhancements and extensions; (ii) fixes for high severity and high priority bugs; (e.g., designated Software 5.0 >> Software 6.0).
Support Services Period	the period Customer has purchased the Support Services and any subsequent renewal periods, and commences: (a) for Software for which Support Services are mandatory, on the date the applicable Software License Key(s) are made available for download, and (b) for Software for which Support Services are optional, on the date of purchase of the Support Services.
Subscription Services	any Maintenance Releases, Minor Releases, and Major Releases to the Software that VMware makes available to Customer.
Technical Support	telephone or web-based technical assistance by VMware to Customer's technical contact(s) regarding installation of the Software, Errors, and technical product problems, at the corresponding Support Services level purchased by Customer.

### Applicable Links

VMware General Terms [www.vmware.com/download/terms](http://www.vmware.com/download/terms)

Support Policies <https://www.vmware.com/support/policies.html>

Technical Support Guide [https://www.vmware.com/files/pdf/support/tech\\_support\\_guide.pdf](https://www.vmware.com/files/pdf/support/tech_support_guide.pdf)