

# VMware Select Support

The VMware offering listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the VMware quote, order form, statement of work, or other mutually agreed ordering document (each a “Transaction Document”) under the applicable end user agreement or governing contract (collectively, the “Agreement”) entered into by the Customer and the VMware entity (“VMware”) through which Customer obtained a license for the specified VMware Offering, whether that be Software or SaaS offerings. These terms shall be effective for the effective date of such Transaction Document.

**Program Name: VMware Select Support**

**1. DEFINITION**

VMware Select Support provides you with access to senior-level support staff to help keep your virtual infrastructures up and running 24x7. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success.

With VMware Select Support you will have priority access to senior-level technical support engineers, ready to provide expert assistance and speed issue resolution. Select Support promises aggressive target response times to help minimize downtime, and an unlimited number of support requests and administrators. Our experts will perform Root Cause Analysis (RCA) for severity 1 issues, upon request.

VMware Select Support	
Regional Access	Global
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported	<a href="#">Support by Product Matrix</a>
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Number of Support Administrators	Unlimited

Number of Support Requests	Unlimited
Senior-Level Support Engineers	Yes
Premium <a href="#">SDK/API Guidance</a>	Yes
Root Cause Analysis	Severity 1 issues, upon request
Target Response Times	Severity 1 - within 30 minutes, 24 hrs/day, 7 days/week Severity 2 - 2 business hours, 10 hrs/day, 5 days/week Severity 3 - 4 business hours, 10 hrs/day, 5 days/week Severity 4 - 8 business hours, 10 hrs/day, 5 days/week
Business Hours	Please refer to <a href="#">VMware Severity Definitions and Response Times</a>

## 2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes as soon as practical.
- B. Customer is responsible for ensuring the appropriate Customer personnel are available to work with the VMware Support as the activates are collaborative in nature.
- C. VMware makes no representation or warranty that the Assistance provided will provide any specific deliverable or results.

## 3. ACTIVITIES OUT OF SCOPE

- A. Installation or configuration of any VMware Software solutions
- B. Customizations, including customization of VMware Software, system agents, equipment, operating software, Packaged Work Product or Accelerator, and any customization or development activity that impacts any of the features and benefits and underlying source code of the VMware Software, including object code, that extends the install package of the product.
- C. Activities related to the removal or replacement of a VMware offering.
- D. Any installation, configuration or troubleshooting relating to a third-party product, including the installation of third-party product interfaces, exit coding or developing interfaces from Customer systems and applications.
- E. Modification or translation of product languages, or the addition of any language that is not currently available within VMware Software.