VMware Extended Support

Bridge the gap between product transitions and upgrades

KEY BENEFITS

- Peace of mind while you migrate to a newer environment
- Access to security fixes after a product has reached end of General Support
- Access to hot fixes for Severity 1 issues. A Severity 1 issues occurs when a production server or mission-critical system(s) are down, and no workaround is immediately available.

ADDITIONAL INFORMATION

Purchase information can be found by dialing one of VMware's toll free numbers and choosing the Sales Option or contacting one of VMware's resellers.

Additional information about VMware's support policies and offerings can be found in the

VMware Technical Support Welcome Guide.

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Extended Support engagements are governed by the *VMware Technical Support and Subscription Services terms and conditions.*

Overview

VMware Extended Support is designed to provide security and Severity 1 fixes for your legacy environment while you are migrating to a newer, fully supported version of VMware software products. We are committed to ensuring that you can rely on VMware's enterprise-class worldwide support while you upgrade your systems so you can focus on running your business.

FEATURE	EXTENDED SUPPORT
Length of Service	1 year from end of General Support
Products Supported	*Support by Product Matrix*
Access to Security Patch	1 annual patch (rollup of several security fixes)
Number of Severity 1 Support Requests	Unlimited
New Bug Fixes	Ability to create hot patches for Severity 1 issues
Self-help web-based support	Included
Workarounds for non-business critical issues	Included
Prerequisites	All licenses must be covered by an active Basic or Production Support contract through end of Extended Support contract Migration plan to next fully supported version of software products
Effective Date	Extended Support becomes effective the day after the published end of General Support.
Pricing	Contact your VMware direct sales representative for pricing information.
Limitations	3rd Party or Open Source software will not be upgraded during the extended period.
Exclusions	Maintenance; Server, Client, and Guest OS updates