

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 issue occurs when a production server or mission-critical system(s) are down, and no workaround is immediately available.

ADDITIONAL INFORMATION

Coverage is limited to one Entitlement Account per customer.

VMware support policies and offerings can be found in the [VMware General Terms](#), [VMware Support Services Guide](#), and the [VMware Technical Support Guide](#).

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.

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	Minimum 1 Year Initial purchase covers 12 months from End of General Support date (<i>EOGS</i>) and can be purchased for up to 2 years
Access to Security Patch	One annual security patch (includes catastrophic/critical security fixes only)
Access to Bug Fixes	Ability to create hot patches for Severity 1 issues
Number of Severity 1 Support Requests	Unlimited
Workarounds for Non-business Critical Issues	Included
Self-help Web-based Support	Included
Products Supported	Horizon® View 7.13 NSX® Data Center for vSphere 6.4.4 – 6.4.14 vSAN® 6.7 vSphere® 6.5, 6.7 vSphere® Integrated Containers 1.5.4, 1.5.5
Prerequisites	All licenses must be covered by an active Basic or Production Support contract through the end of the Extended Support contract Migration plan to next fully supported version of software products
Limitations	3 rd Party or Open Source software will not be upgraded during the extended period
Exclusions	Maintenance; Server, Client, and Guest OS updates
Purchase Options	Available for purchase in one-year increments, per product and version, contact your account team for pricing and program information