

VMware Production Support and Subscription Service

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues.
- Fast response times for critical issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Product updates and upgrades.

Overview

The VMware® Production Support and Subscription Service is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

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 [Technical Support Guide](#).

| FEATURE | PRODUCTION SUPPORT |
|---|---|
| Hours of Operation | 24x7x365 |
| Length of Service | 1 or 3 years |
| Product Updates | Yes* |
| Product Upgrades | Yes* |
| Products Supported | Support by Product Matrix |
| Method of Access | Telephone/Web |
| Response Method | Telephone/email |
| Remote Support | Yes |
| Access to VMware Discussion Forums and Knowledge Base | Yes |
| Max Number of Technical Contacts per Contract | 6 |
| Number of Support Requests | Unlimited |
| Target Response Times | |
| Critical (Severity 1) | 30 minutes or less; 24x7 |
| Major (Severity 2) | 4 business hours |
| Minor (Severity 3) | 8 business hours |
| Cosmetic (Severity 4) | 12 business hours |
| Business Hours | Monday - Friday |
| North America | 6AM - 6PM (Local Time Zone) |
| Alaska, Hawaii | 6AM - 6PM (PST/PDT) |
| Latin America | 9AM - 6PM (Local Time Zone) |
| Europe, Middle East, Africa (EMEA) | 7AM - 7PM (GMT/GMT +1) |
| Asia, Pacific Rim | 8:30AM - 8:30PM (Singapore Time) |
| Japan (APJ) | 8AM - 8PM (JST) |
| Australia/New Zealand | 7AM - 7PM (Sydney AET) |

* Product updates and upgrades are not included with Production Support and Subscription Service for SUSE Linux Enterprise Server (SLES) for VMware.

