

VMware Software as a Service Basic Support

Weekday global support for SaaS deployments

KEY BENEFITS

- Global, 12x5 access to support
- 24x7 access to support for SaaS Severity 1 issues
- Unlimited number of support requests
- Remote support
- Online access to documentation, knowledge-base articles, SaaS updated and other technical resources

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 Software as a Service is governed by the applicable [Terms of Service and VMware Software as a Service Support Policies](#)

VMware Software as a Service Basic Support is designed with your access to software-as-a-service (SaaS) products in mind. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success. Our global support centers are staffed around the clock to ensure that you can access the products from a Web browser anywhere the Internet is available. VMware handles software deployment and maintenance, enabling you to focus on running your business.

FEATURE	EXTENDED SUPPORT
Hours of Operation	12 hours/day Monday-Friday
Length of Service	1, 2 or 3 years
SaaS Updates	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
Maximum Number of Technical Contacts per Contract	4
Number of Support Requests	Unlimited
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	1 hour or less; 24x7 4 business hours 8 business hours 12 business hours
Business Hours	Monday – Friday