

CARRIER GRADE SUPPORT

AT A GLANCE

Carrier Grade Support (CGS) is the highest level of support available from VMware and introduces a holistic approach to the support of VMware products across your business critical Network Functions Virtualization (NFV) platform. CGS enables you to protect your customers' experience of your service. From the beginning, the CGS team will engage with your Operations team to lay out and plan a proactive approach to support your environments. This engagement service will endeavor to identify and resolve risks before they turn into issues so that your business and customers are protected. The delivery of CGS to you will be focused on three key areas:

- **Assess and Plan** - VMware will engage with you to perform a comprehensive review of your environments and solutions—covering items such as architecture, supportability and use cases. We will work with your team to assess your deployment and downstream deliverables to your internal customers. Armed with this information, we will develop a plan that fits your specific requirements.
- **Proactively prevent** - Once we have a plan in place we will work with your team to introduce tools, knowledge and processes into your operations team to help prevent risks from turning into issues. The focus will be on improving operational health, stability and performance across people, process and technology. Based upon your specific needs you will receive a range of proactive services such as tools, troubleshooting guides, environmental health checks, assistance with lifecycle management, as well as proactive advice and guidance.
- **Restore and Resolve** - No plan is ever foolproof and in the event that something unforeseen happens or that risk turns into reality the VMware team will be there to get your system and services back on-line as soon as possible.

Program Eligibility Requirements

- VMware Production Support is a pre-requisite.
- Satisfaction of the Assessment of the NFV Deployment: Prior to receiving the first purchase order from you for the CGS services, VMware will provide up to five (5) days of assessment of the proposed NFV deployment and determine if VMware can offer you the Service Restoration SLAs. This assessment will be performed by a VMware Solutions Architect.
- You must have in place an industry standard deployment process (ITIL or equivalent), which includes a structured project management approach. This process will cover items such as high level design, low level design, testing in a pre-production environment acceptance test plans, and stability periods for new NFV platforms.
- You must have an industry standard change management process in place for existing platforms.

How to Purchase

For information on program eligibility and purchasing options, contact your account team

FEATURE	CARRIER GRADE SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multiyear engagements are available
Product Updates	Included with required Production Support and Subscription Service
Product Upgrades	Included with required Production Support and Subscription Service
Method of Access	Telephone, Web or Mobile App
Response Method	Telephone or email
Remote Support	Yes
Onsite Services	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Dedicated Account Management	Yes
Collaborative Support	VMware will proactively work with you and other vendors to resolve issues where the root cause is not obvious
SDK Developer Support	Yes
Maximum Number of Technical Contacts Per Contract	Unlimited technical contacts per Operating Country
Number of Support Requests (SRs)	Unlimited
Root Cause Analysis	Yes (Severity 1 and Severity 2)
Support Business Reviews	Yes
Proactive Engagements	Yes
On-site Knowledge Transfer	1 week per year included
Support Language	English only

Key Benefits

- Guaranteed Response Times for your NFV environment
- Service restoration service level agreements (SLAs) for your NFV environment, a unique offering for telco customers
- For your IT (non NFV) environment you receive Target Response Times; there are no Guaranteed Response Times or Restoration Times for IT environments
- Priority access to VMware's most experienced technical support engineers
- Dedicated Support Account Management that will be the single point of contact for both your NFV and IT (non-NFV) environments
- Ongoing collaboration between your team and VMware's CGS team
- Annual on-site knowledge transfer session
- Regular environmental health checks
- Collaborative engagement model with your VNF vendors, whereby VMware works with you and your VNF vendors to ensure solutions are found for multi-vendor issues

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. CGS Services engagements are governed by the VMware SnS Terms and Conditions and its Amendment for the CGS Services. For access to VMware Terms and Conditions and its Amendment for the CGS Services, contact your account team.

FEATURE	CARRIER GRADE SUPPORT (FOR NFV ENVIRONMENTS) SLAS
Products Supported under CGS SLAs (NFV environments)	VMware vCloud NFV (vSphere, vCD-SP, vSAN, VMware NSX, VMware SRM, vROps, Log Insight, vSphere Replication)
Guaranteed Response Times for your NFV environment Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4) Proactive (Severity 5)	30 minutes; 24x7 1 hour; 24x7 4 business hours; 12x5 (M-F) 8 business hours; 12x5 (M-F) 3 business days
Restoration Times for your NFV environment Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	4 hours 24 hours 1 week Not Applicable
FEATURE	IT SUPPORT FOR NON-NFV ENVIRONMENTS
Products Supported under non-NFV environments	All products listed in the Support by Product Matrix except those specifically listed as being covered by the CGS SLAs
Target Response Times for your IT environment Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4) Proactive (Severity 5)	30 minutes; 24x7 2 business hours; 12x7 4 business hours; 12x5 (M - F) 8 business hours; 12x5 (M - F) 3 Business days
FEATURE	CARRIER GRADE SUPPORT (FOR ALL ENVIRONMENTS)
Business Hours	Monday-Friday (all issues) Saturday-Sunday (for Severity 1 and 2 issues)
North America, Latin America	6 a.m. - 6 p.m. (local time)
Alaska, Hawaii	6 a.m. - 6 p.m. (PST/PDT)
South America (NASA)	6 a.m. - 6 p.m. (EST/EDT)
Europe, Middle East, Africa (EMEA)	7 a.m. - 7 p.m. (GMT/GMT+1)
Asia Pacific	8 a.m. - 8:30 p.m. (Singapore time)
Japan (APJ))	9 a.m. - 6 p.m. (JST)
Australia, New Zealand	7 a.m. - 7 p.m. (Sydney AET)

