

# VMware Premier Support for Telco

Priority access to senior-level engineers with telecommunications industry

## 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
- IT (non-NFV) environments receive target response times; there are no guaranteed response times or restoration times for IT environments
- Priority access to the most experienced technical support engineers at VMware
- Account services contact acts as the single point of contact for your NFV and IT (non-NFV) environments
- Ongoing collaboration between your team and the VMware team
- Annual onsite knowledge transfer session
- Regular environmental health checks
- Collaborative engagement model where VMware works with your virtual network function (VNF) vendors to ensure solutions are found for multivendor issues

VMware Premier Support™ for Telco, the highest level of support available from VMware, uses a holistic approach to support VMware products across your business-critical network functions virtualization (NFV) platform. VMware Premier Support for Telco enables you to protect your customers' experience of your service. The VMware team will engage your operations team to lay out and plan a proactive approach to support your environments. This engagement service identifies and resolves risks before they turn into issues to protect your business and customers. VMware Premier Support for Telco focuses on three key areas:

- Assess and plan – VMware performs a comprehensive review of your environments and solutions, covering items such as architecture, supportability and use cases. We work with your team to assess your deployment and downstream deliverables to your internal customers. Then, we develop a plan that fits your specific requirements.
- Proactively prevent – With the plan in place, we work with your team to introduce tools, knowledge and processes to help prevent risks from turning into issues, focusing on improving operational health, stability and performance across people, process and technology.
- Restore and resolve – If something unforeseen happens or a risk turns into reality, the VMware team will get your system and services back online as soon as possible.

OVERVIEW	Self Help Access: KB Articles, Product Documentation & Communities	Yes
	Online Access to Product Updates & Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported	VMware Reference Architecture

REACTIVE SUPPORT	Number of Support Requests	Unlimited
	Number of Support Administrators <i>(Individual)</i> :	20
	Root Cause Analysis	Yes for Severity 1 & 2
	Senior-Level Support Engineers	Yes
	Onsite Engagements	Selected Products
	SDK	<a href="#">VMware SDK and API Support Program</a>
	Restoration SLA's	Yes

PROACTIVE SUPPORT	Support Plan	Yes
	Support Activity Review Meetings	Yes
	Account Services Contact	Yes
	Support Request Reporting & Trend Analysis	Yes
	Best Practice Discussions	Yes
	Skyline: Advanced Rules & Early Access to New Features	Yes

### Program eligibility requirements

- VMware Production Support is a prerequisite.
- Satisfaction of the assessment of the NFV deployment – Prior to receiving your first purchase order for VMware Premier Support for Telco services, a VMware solutions architect will assess the proposed NFV deployment for up to five days and determine if we can offer you service restoration SLAs.
- You must have an industry-standard deployment process (ITIL or the equivalent) in place that includes a structured project management approach. This process covers 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.

FEATURE	VMWARE PREMIER SUPPORT FOR TELCO FOR NFV ENVIRONMENTS
Products supported	VMware vCloud® NFV™ (VMware vSphere®, VMware vCloud Director® for Service Providers, VMware vSAN™, VMware NSX®, VMware Site Recovery Manager™, VMware vRealize® Operations™, vRealize Log Insight™, vSphere Replication™)
Guaranteed response times	Critical (Severity 1)– 30 minutes; 24x7 Major (Severity 2)– 1 hour; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F) Proactive (Severity 5) – 3 business days
Restoration times	Critical (Severity 1)– 4 hours Major (Severity 2)– 24 hours Minor (Severity 3) – 1 week Cosmetic (Severity 4)– Not applicable

FEATURE	IT SUPPORT FOR NON-NFV ENVIRONMENTS
Products supported	All products with <a href="#">production support entitlements</a> except those specifically listed as being covered by the VMware Premier Support for Telco SLAs
Target response times	Critical (Severity 1)– 30 minutes; 24x7 Major (Severity 2)– 2 business hours; 10x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4) – 8 business hours; 10x5 (M–F) Proactive (Severity 5) – 3 business days

FEATURE	VMWARE PREMIER SUPPORT FOR TELCO FOR ALL ENVIRONMENTS
Business hours	<a href="#">Monday–Friday – All issues</a> Saturday–Sunday – Severity 1 and 2 issues

### Terms and conditions

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