

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
- Designated support account management 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. You also get a range of proactive services based on your needs, 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 foolproof. 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.

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.

How to purchase

Contact your account team for information on program eligibility and purchasing options.

FEATURE	VMWARE PREMIER SUPPORT FOR TELCO
Hours of operation	24x7x365
Length of service	1 to 3 years
Product updates and upgrades	Included with required production support and subscription service
Access method	Telephone, web, mobile app
Response method	Telephone, email
Remote support	Yes
Onsite services	Yes
Access to VMware discussion forums and knowledge base	Yes
Designated account management	Yes
Collaborative support	VMware will proactively work with you and other vendors to resolve issues without an obvious root cause
SDK developer support	SDK support is not available for all products. For more information go to the VMware SDK and API Support Program .
Maximum number of technical contacts per contract	20 technical contacts per operating country
Number of support requests	Unlimited
Root cause analysis	Yes (Severity 1 and 2)
Support business reviews	Yes
Proactive engagements	Yes
Onsite knowledge transfer	1 week per year included
Support language	English only

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; 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
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 production support entitlements 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	Monday–Friday – All issues Saturday–Sunday – Severity 1 and 2 issues

Terms and conditions

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