

VMware Premier Support for Telco

Priority access to senior-level engineers with telecommunications industry experience

KEY BENEFITS

- Guaranteed response times for your NFV, TCI and TCP environments
- Service Restoration Service Level Agreements (SLAs) for your NFV, TCI and TCP environments—a unique offering for telco customers
- IT (non-telco) environments receive target response times; there are no guaranteed response times or restoration times for IT environments
- Priority access to the Senior Technical Support Engineers (TSEs) with specific Telco Solution knowledge
- The designated Support account services contact acts as the single point of contact for your NFV, TCI, and TCP, and IT (non-NFV, non-TCI, and non-TCP) environments
- Facilitated onsite or remote engagements
- Regular Supportability Assessments on deployed NFV and Telco Cloud environment
- Collaborative engagement model where VMware works with your virtual network function (VNF) vendors to ensure solutions are found for multivendor issues

Overview

VMware Premier Support™ for Telco, the highest level of support available from VMware, uses a solution-focused approach to support VMware products across your business-critical network functions virtualization (NFV) platform, Telco Cloud Infrastructure (TCI) and Telco Cloud Platform (TCP). As NFV environments are modernized for 5G networks, to deploy and run cloud-native and virtual network functions, VMware Premier Support for Telco is delivered by teams of experienced and solution-focused support personal with knowledge across all generations of cellular and fixed-line technologies. The VMware Support 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 and 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 (Individual):	20
	Root Cause Analysis	Yes, for Severity 1 & 2
	Senior-Level Support Engineers	Yes
	Onsite or Remote Engagements	Selected Products
	SDK	VMware SDK and API Support Program
	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

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™, VMware vRealize™ Network Insight™
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	VMWARE PREMIER SUPPORT FOR TELCO FOR TCI ENVIRONMENTS
Products Supported	Telco Cloud Infrastructure vCloud Director Edition (VMware vCloud Director™, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus) Telco Cloud Infrastructure VMware Integrated OpenStack Edition (VMware VIO, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)
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

PROGRAM ELIGIBILITY REQUIREMENT

- VMware Production Support is a prerequisite.
- Compliance with the appropriate NFV or TCI or TCP Reference Architecture – a Supportability Assessment will be performed by the VMware Premier Support for Telco team. Compliance with the appropriate Reference Architecture is a requirement for penalty-backed 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.

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Premier Support for Telco engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#), its [amendment for VMware Premier Support for Telco services](#) and [VMware Cloud Services Support terms and conditions](#). Contact your account services team for access to the terms and conditions and amendment.

FEATURE	VMWARE PREMIER SUPPORT FOR TELCO FOR TCP ENVIRONMENTS
Products Supported	VMware Telco Cloud Platform 5G Edition (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco, VMware NSX DC Advanced, VMware vSphere Enterprise Plus) Telco Cloud Platform 5G – Upgrade Pack (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco)
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, NON-TCI AND NON-TCP ENVIRONMENTS
Products supported	All products with production support entitlements except those specifically listed as being covered by VMware Premier Support for Telco SLAs
Target Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 2 business hours; 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

FEATURE	VMWARE PREMIER SUPPORT FOR TELCO FOR ALL ENVIRONMENTS
Business Hours	Monday – Friday – All issues Saturday – Sunday – Severity 1 and 2 issues

