

# VMware Carbon Black Platinum Support

## Platinum Support for VMware Carbon Black Products

### KEY BENEFITS

- Global 24 x 7 access for Severity 1 and 2 issues
- Technical Support Account Manager
- Unlimited number of support requests
- Online access to documentation, knowledge base, and community

### 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 Guide](#).

### Overview

VMware Carbon Black Technical Support Account Managers (TSAMs) play a critical role in ensuring you get the most from your product experience. TSAMs are highly skilled individuals delivering technical support and best practices needed to ensure your success throughout your deployment. Your VMware Carbon Black TSAM is a specialist in what matters most – you.

FEATURE	PLATINUM SUPPORT
Hours of Operation	24 x 7 x 365
Length of Service	1 or Multi-year
Method of Access	Telephone, Web
Response Method	Telephone, Web
Access to VMware Discussion Forums and Knowledge Base	Yes
Number of Support Requests	Unlimited
Number of Support Administrators (Individuals)	20
Technical Support Account Manager	Yes
Critical (Severity 1) Response Time	1 hour or less; 24x7
Major (Severity 2) Response Time	2 hours; 24x7
Minor (Severity 3) Response Time	4 business hours
Cosmetic (Severity 4) Response time	8 business hours
Business Hours	Please refer to <a href="#">VMware Severity Definitions and Response Times</a>

