

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

For purchase information, contact your account manager or a VMware reseller.

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. The VMware Carbon Black Platinum Support is governed by the [VMware Cloud Service Support Policies](#).

Gaining an Expert in You with your Technical Support Account Manager

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 business hours; 24x7
Minor (Severity 3) Response Time	4 business hours
Cosmetic (Severity 4) Response time	8 business hours
Business Hours	MONDAY - FRIDAY
North America	8 AM – 6 PM (Local Time Zone)
Alaska, Hawaii	8 AM – 6 PM (PST/PDT)
Latin America	8 AM – 6 PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	8 AM – 6 PM (GMT/GMT+1)
Asia, Pacific Rim	8 AM – 6 PM (SGT)
Japan (APJ)	9 AM – 6 PM (JST)
Australia/New Zealand	8 AM – 6 PM (Sydney AET)



VMware Carbon Black Platinum Support

Platinum Support for VMware Carbon Black Products

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 business hours; 24x7
Minor (Severity 3) Response Time	4 business hours
Cosmetic (Severity 4) Response time	8 business hours
Business Hours	MONDAY - FRIDAY
North America	8 AM – 6 PM (Local Time Zone)
Alaska, Hawaii	8 AM – 6 PM (PST/PDT)
Latin America	8 AM – 6 PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	8 AM – 6 PM (GMT/GMT+1)
Asia, Pacific Rim	8 AM – 6 PM (SGT)
Japan (APJ)	9 AM – 6 PM (JST)
Australia/New Zealand	8 AM – 6 PM (Sydney AET)