

VMware Complimentary Support

Web-based support for Fusion, Workstation Pro and Workstation Player

KEY BENEFITS

- Assistance with installation of selected VMware software products
- Unlimited support requests
- File a support request online with 24-hour typical response time
- Online access to documentation, knowledge base articles, discussion forums and other technical resources
- Online access to product updates

ADDITIONAL INFORMATION

Assistance with filing a support request can be found by dialing one of VMware's [toll free numbers](#) and selecting Technical Support and then Fusion/Workstation Pro. Additional information about our support policies and offerings can be found in our [Technical Support Guide](#).

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet.

Service overview

VMware highly recommends that you take advantage of VMware's online [knowledge base](#), [documentation](#) and [communities](#) —complimentary resources that may lead directly to the answers needed!

If you cannot find an answer to your support issue, you can file a support request with VMware technical support. Support requests can be submitted through [My VMware®](#) or by [phone](#) and responses are sent by email.

To receive access to technical support, you must first [register your product](#).

FEATURE	VMWARE WORKSTATION PRO	VMWARE FUSION®, FUSION PRO	VMWARE WORKSTATION PLAYER
Hours of Operation	12 hours/day (M-F)	12 hours/day (M-F)	12 hours/day (M-F)
Length of Service	30 days from product registration	30 days from product registration	30 days from product registration
Method of Access	Web	Web	Web
Response Method	Email	Email	Email
Target Response Times All Severities	24 hours from time of submission	24 hours from time of submission	24 hours from time of submission
Business Hours	Monday - Friday	Monday - Friday	Monday - Friday
North America	6am – 6pm (local time)	6am – 6pm (local time)	6am – 6pm (local time)
Alaska, Hawaii	6am – 6pm (PST/PDT)		
Latin America	9am – 6pm (local time)		
Europe, Middle East, Africa (EMEA)	7am – 7pm (GMT/GMT+1)		
Asia Pacific, Japan (APJ)	8:30am – 8:30pm (Singapore Time)		
Australia / New Zealand	7am – 7pm (Sydney AET)		