

# VMware Production Support and Subscription Service

Focused, 24-hour support for production environments

## KEY BENEFITS

- 24x7 support for Severity 1 issues
- Unlimited number of support requests
- Up to 6 Administrators
- Remote support
- Online access to documentation and technical resources, knowledge base articles, and discussion forums
- Online access to product updates

## Overview

The VMware® Production Support and Subscription Service is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

OVERVIEW	
Business Hours	Monday - Friday
Length of Service	1 or 3 years
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported [1]	<i>Selected</i>
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Number of Support Administrators	6
Number of Support Requests	Unlimited
Root Cause Analysis	Only available with <i>VMware Premier Support</i> and <i>VMware Success 360</i>
Target Response Times	Severity 1 within 30 minutes, 24 hrs/day, 7 days/week Severity 2 - 4 business hours, 10 hrs/day, 5 days/week Severity 3 - 8 business hours, 10 hrs/day, 5 days/week Severity 4 - 12 business hours, 10 hrs/day, 5 days/week

[1] The purchase of Production Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product.

### Additional Information

The VMware Production Support contract is limited to one business unit and entitlement account per customer, per geography. Additional support account manager and geography coverage options are available for purchase.

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option. See the [VMware Technical Support Welcome Guide](#) for additional information about VMware support policies and offerings.

### Terms and Conditions

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Production Support and Subscription Service engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).