

VMWARE PRODUCTION SUPPORT AND SUBSCRIPTION SERVICE

Focused, 24-hour support for production environments

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues.
- Fast response times for critical issues.
- Remote support.
- Online access to documentation knowledge base articles, discussion forums and other technical resources.
- Online access to product updates and upgrades.

AT A GLANCE

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.

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 [Technical Support Guide](#).

TERMS AND CONDITIONS:

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. The Basic Support and Subscription Service is governed by the [VMware Support Terms and Conditions](#).

FEATURE	SAAS PRODUCTION SUPPORT
Hours of Operation	24x7x365
Length of Service	1 or 3 years
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported	Support by Product Matrix
Method of Access	Telephone/Web
Response Method	Telephone/Email
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	4 business hours
Minor (Severity 3)	8 business hours
Cosmetic (Severity 4)	12 business hours
Business Hours	
North America	Monday - Friday 6AM - 6PM (Local Time Zone)
Alaska, Hawaii	6AM - 6PM (PST/PDT)
Latin America	9AM - 6PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	7AM - 7PM (GMT/GMT +1)
Asia, Pacific Rim	8:30AM - 8:30PM (Singapore Time)
Japan (APJ)	8AM - 8PM (JST)
Australia/New Zealand	7AM - 7PM (Sydney AET)

