

# VMware Production Support for Cloud Products

Focused, 24-hour support for cloud deployments

## KEY BENEFITS

- Global, 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
- Cloud updates

## 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 Welcome Guide](#).

## TERMS AND CONDITIONS

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

## Overview

VMware® Production Support for Cloud Services is designed with your access to cloud service products in mind. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success. Our global support centers are staffed around the clock to ensure that you can access the products from a Web browser anywhere the Internet is available. VMware handles software deployment and maintenance, enabling you to focus on running your business.

OVERVIEW	
Hours of Operation	24 hours/day, 7 days/week, 365 days/year
Self Help Access: KB Articles, Product Documentation & Communities	Yes
Online Access to Product Updates & Upgrades	Yes
Length of Contract Engagement	1, 2, or 3 years
Products Supported	<a href="#">All</a>
Business Hours	<a href="#">Monday - Friday</a>
Number of Support Requests	Unlimited
Number of Support Administrators ( <i>Individual</i> )	6
Root Cause Analysis	Only available with <a href="#">VMware Premier Support</a> and <a href="#">VMware Success 360</a>
Target Response Times for Initial Response	Severity 1 within 30 minutes or less, 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