

# 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
- 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

VMware Cloud Services are governed by the applicable [VMware Cloud Service Offerings Terms of Service](#).

VMware may, at its discretion, decide to end availability of any Service Offering and related Cloud Support from time to time. VMware has no obligation to provide Cloud Support after the End of Support for the Service Offering. Refer to [VMware Lifecycle Policies](#) for more information.

## 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	<i>All</i>
Business Hours	<i>Monday - Friday</i>
Number of Support Requests	Unlimited
Number of Individual Support Administrators	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

