



VMware Severity Definitions and Response Targets

Helpful Resources

Leverage helpful resources in the [Customer Support Welcome Center](#) for:

- Getting started with Tech Support
- Accessing the Technical Support Welcome Guide
- Setting up your account
- Working with Support Requests
- Accessing Self-Service resources

Service Overview

The severity of the problem and the service levels of the support program that you purchase determine the speed and method of our response targets. Following are the severity definitions and the response time targets for providing the initial response.

Severity Definitions

Critical (Severity 1) – A production system is down, or a critical production issue exists that severely impacts the use of the Software or Service Offering. Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis with VMware, and includes the following situations:

- The situation halts business operations and no workaround exists; or
- All or a substantial portion of mission critical data is at a significant risk of loss or corruption and may need to be restored from backup; or
- A substantial loss of service or capacity.

Major (Severity 2) – Major functionality or performance degradation of the system or business operations is severely impaired such that:

- Operations can continue in a restricted fashion, but normal day to day management or configuration of the system has been adversely affected with no acceptable workaround; or
- A major on-premise deployment milestone is at risk; ongoing and incremental installations or upgrades are affected; or
- A minor loss of capacity; or
- A loss of some or all services features or redundancy functionality; or
- There is a substantial risk of an imminent service outage.

Minor (Severity 3) – A partial, non-critical loss of functionality or use of the Software or Service Offering such that:

- The operation of some component(s) is impaired but allows users to continue using the Software or Service Offering; or
- Initial on-premise installation milestones are at minimal risk; or
- Failures of the Software or loss of use of the Service Offering that do not affect the normal daily operations of the system or business and a short-term workaround is available but is not scalable.

Cosmetic (Severity 4) – General usage questions and cosmetic issues, including errors in the documentation:

- Inquiries regarding a routine technical issue, general issues with performance management or logging functionality; or

- Information requests on application capabilities, navigation, installation, or configuration; or
- A bug affecting a small number of users and an acceptable workaround is available.

Support Response Targets

Offering	Severity 1 (Critical)	Severity 2 (Major)	Severity 3 (Minor)	Severity 4 (Cosmetic)
VMware Success 360	Within 30 minutes 24 hours/day, 7 days/week	2 business hours 10 hours/day, 7 days/week	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week
VMware Premier Support	Within 30 minutes 24 hours/day, 7 days/week	2 business hours 10 hours/day, 7 days/week	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week
Production Support	Within 30 minutes 24 hours/day, 7 days/week	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week	12 business hours 10 hours/day, 5 days/week
Cloud Services Production Support	Within 30 minutes 24 hours/day, 7 days/week	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week	12 business hours 10 hours/day, 5 days/week
Basic Support	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week	12 business hours 10 hours/day, 5 days/week	12 business hours 10 hours/day, 5 days/week
Cloud Services Basic Support	Within 1 hour 24 hours/day, 7 days/week	4 business hours 10 hours/day, 5 days/week	8 business hours 10 hours/day, 5 days/week	12 business hours 10 hours/day, 5 days/week
Per Incident Support (VMware ESXi)	4 business hours	24 business hours	24 business hours	24 business hours

Per Incident Support (all others)	24 business hours	24 business hours	24 business hours	24 business hours
SDK Support (Standard)	2 business days	2 business days	2 business days	2 business days
SDK Support (Premium)	1 business day	1 business day	1 business day	1 business day

VMware Business Hours

Business Hours for all Cloud Services and On-Premises Support Offerings	Monday - Friday
North America, Latin America	8am - 6pm (local time)
Alaska, Hawaii	8am - 6pm (PST/PDT)
Europe	8am - 6pm (GMT/GMT +1)
Middle East, Africa	8am - 6pm (GMT +2)
Asia, Pacific Rim	8am - 6pm (SGT)
India	8am - 6pm (IST)
Japan, China, Korea	9am - 6pm (JST/CST/KST)
Australia, New Zealand	8am - 6pm (local time)

Hours of operation vary for Per Incident Support of VMware Hypervisor (ESXi), VMware vSphere Essentials, VMware Workstation Pro, VMware vCenter Converter Standalone, VMware Fusion, Fusion Pro and Workstation Player.

Hours of operation vary by Complementary Support for Workstation Pro, Fusion, Fusion Pro, and Workstation Player.