

VMware Developer Support

KEY BENEFITS

- Support for application development phase
- Unlimited number of support requests
- Remote support

Overview

Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the SpringSource software and will answer “how-to” questions on the use of the software. Developer Support also includes assistance with application configuration. VMware will provide assistance with performance tuning unless application code review is required to accomplish such assistance. Developer Support does not include support for the application itself.

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 our [resellers](#). Additional information about VMware’s support policies and offerings can be found in the [Technical Support Guide](#).

| FEATURE | MISSION CRITICAL SUPPORT |
|---|--|
| Hours of Operation | 12 Hours/Day Monday–Friday |
| Length of Service | 1 year |
| Product Updates | No |
| Product Upgrades | No |
| Products Supported | SpringSource Software: SpringSource tc Server SpringSource Server products SpringSource Enterprise Hyperic HQ EE Apache Projects (Tomcat, HTTPD, ActiveMQ, and other projects listed on the SpringSource Apache Support Page) |
| Method of Access | Telephone/Web* |
| Response Method | Telephone/Web* |
| Remote Support | Yes |
| Max Number of Support Admins per Contract | 1 Named Contact |
| Number of Support Requests | Unlimited |
| Target Response Times | |
| All Severities | 1 Business Day |

*Hours of operation for Developer Support are from 6am to 6pm local time

