VMware Per Incident Support

Support as you need it

KEY BENEFITS

™ Flexible "pay as you go" model

™ Good for technical support on specific products.

™ Sold as individual incidents or in economical 3-or-5-incident packs, depending on product.

™ Online access to documentations, knowledge base article, discussion forums and other technical resources.

Overview

VMware Per Incident Support is designed to meet the needs of individual consumers or customers with no or small data centers and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3-or 5-incident pack, you can take advantage of a built-in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.

VMware offers Per Incident Support for several products allowing access to support as you need it. With Per Incident Support, customers can choose to log cases and receive responses either through the Web or by phone.

Before purchasing Per Incident Support, VMware highly recommends that you take advantage of VMware's online knowledge base, documentation, and discussion forums— complimentary resources that may lead directly to the answers you need! VMware Per-Incident Support is valid for one year after purchase during the General Support phase and does not include product updates or upgrades. Per Incident Support is not available during the Technical Guidance phase. Review the *VMware Lifecycle Product Matrix* for End of General Support dates. Per Incident Support is non-refundable. Please see *VMware Support and Subscription Services Terms and Conditions* for details.

FEATURE	VMWARE ESXI™, VMWARE, VSPHERE™ ESSENTIALS**	VMWARE WORKSTATION PRO™
Hours of Operation	10 hours/day, Monday–Friday	10 hours/day, Monday–Friday
Length of Service	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident
Method of Access	Web	Web
Response Method	Phone and email	Phone and email
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Number of Support Requests Purchasable	1-, 3-, or, 5-incident packs	1-, 3-, or, 5-incident packs
Response Targets	4 business hours for severity 1; Next business day for all other severities	1 business day for all severities

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ADDITIONAL INFORMATION

Purchase information can be found by dialing one of VMware's *toll free numbers* 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 Per Incident Support is governed by the *VMware, Inc. Support and Subscription Services Terms and Conditions.*

FEATURE	VMWARE vCENTER™ CONVERTER™ STANDALONE	VMWARE FUSION™, FUSION PRO, WORKSTATION PLAYER™
Hours of Operation	10 hours/day, Monday–Friday	10 hours/day, Monday–Friday
Length of Service	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident
Method of Access	Web	Web
Response Method	Phone and email	Email only
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Number of Support Requests Purchasable	One incident	1-, 3-, or, 5-incident packs
Response Targets	1 business day for all severities	1 business day for all severities

BUSINESS HOURS	MONDAY - FRIDAY
North America	6am – 6pm (local time)
Alaska, Hawaii	6am – 6pm (PST/PDT)
Latin America	9am – 6pm (local time)
Europe, Middle East, Africa (EMEA)	7am – 7pm (GMT/GMT +1)
Asia, Pacific Rim Japan (APJ)	8:30am – 8:30pm (SGT)
Australia / New Zealand	7am – 7pm (Sydney AET)
HOW TO PURCHASE	
Resellers and *VMware Store*	

*Per Incident Support for VMware ESXi is not available for VMware ESXi licenses sold as part of the Standard, Enterprise or Enterprise Plus bundles.

**Per Incident Support for VMware vSphere Essentials is not available for VMware ESXi or VMware vCenter Server licenses sold as part of the Standard, Enterprise or Enterprise Plus bundles.