

VMware Global Support Services Overview

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VMware® Global Support Services offers access to the world's largest virtualization support organization with the most experience supporting critical applications in a virtualized environment. VMware offers a suite of proactive, comprehensive support packages to meet your business needs.

VMware Global Support Services offers two support and subscription programs (Production and Basic)¹ on an annual or multi-year subscription basis that include VMware support along with access to periodic fixes and enhancements to our products.

Business Critical Support complements Production Support by providing your centralized datacenter team with personalized

technical support delivered by a designated team of experts.

VMware offers technical support for several products on a Per Incident basis allowing access to support as you need it. Per Incident support does not include product updates or upgrades.

VMware also offers Desktop Standard Support on an annual or multi-year subscription basis that includes VMware support along with access to periodic fixes and enhancements to our products for VMware Fusion® customers with 10 or more licenses.

Complimentary Support via email is also available for selected products after [product registration](#).

¹ Silver Support and Subscription Service no longer available as of 1 April 2010.

FEATURE	PRODUCTION	BASIC	COMPLIMENTARY	PER INCIDENT	DESKTOP STANDARD
Hours of Operation	24 Hrs/Day** 7 Days/Wk 365 Days/Yr	12 Hrs/Day, Mon-Fri	12 Hrs/Day, Mon-Fri*	12 Hrs/Day, Mon-Fri*	12 Hrs/Day, Mon.-Fri
Length of Service	1, 2 or, 3 years	1, 2 or, 3 years	Workstation and Fusion 1.x & 2.x - 30 days; Fusion 3.x - 18 months	Valid for one year after purchase	1, 2 or, 3 years
Product Updates	Yes	Yes	Yes	Not available	Yes
Product Upgrades	Yes	Yes	Not available	Not available	Yes
Products Supported	All Products (excluding VMware Fusion and Player)	All Products (excluding VMware Fusion and Player)	VMware Workstation and Fusion Only	VMware Workstation, Fusion, ESXi™, VirtualCenter for VMware Server (Version 1.4), ACE Starter Kit, and VMware vCenter™ Converter Standalone	VMware Fusion Only
Method of Access	Telephone/Web	Telephone/Web	Telephone/Web	Telephone/Web	Telephone/Web
Response Method	Telephone/ email	Telephone/ email	Email only	Telephone/email	Telephone/email
Remote Support	Yes	Yes	Not available	Not available	Yes
Access to VMware Web Site	Yes	Yes	Yes	Yes	Yes

FEATURE	PRODUCTION	BASIC	COMPLIMENTARY	PER INCIDENT	DESKTOP STANDARD
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes	Yes	Yes
Max Number of Support Admins per Contract	6	4	Not Applicable	Not Applicable	4
Number of Support Requests	Unlimited	Unlimited	Unlimited	1, 3, or, 5 incidents	Unlimited
Onsite Support for Exceptional Escalations	Yes	Not available	Not available	Not available	Not available

* Hours of operations for VMware Fusion are from 6 a.m. to 6 p.m. (PST/PDT) globally

** For customer of Business Critical Support (which is a supplement to Production Support), direct access to assigned team members is provided during local business hours. Off hours support is provided through a service queue which is staffed by senior technical support engineers.

Severity Definitions

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

SEVERITY	PRODUCTION (24X7)	BASIC (12X5)	COMPLIMENTARY (WEB ONLY)	PER INCIDENT	DESKTOP STANDARD*
Critical(Severity 1)	30 minutes or less; 24x7	4 business hours	24 hours	VMware ESXi Per Incident: 4 business hours All other Per Incident support: 24 hours	4 business hours
Major (Severity 2)	4 business hours	8 business hours	24 hours	24 hours	8 business hours
Minor (Severity 3)	8 business hours	12 business hours	24 hours	24 hours	12 business hours
Cosmetic (Severity 4)	12 business hours	12 business hours	24 hours	24 hours	12 business hours

*Hours of operations for VMware Fusion are from 6 a.m. to 6 p.m. (PST/PDT) globally

VMware business days

BUSINESS HOURS BY LOCATION*	
NASA North America and Latin America Alaska, Hawaii South America	Monday-Friday, 6 a.m. to 6 p.m. (Local Time Zone) Monday-Friday, 6 a.m. to 6 p.m. (Pacific Time) Monday-Friday, 6 a.m. to 6 p.m. (Eastern Time)
EMEA (Europe, Middle East, Africa)	Monday-Friday, 7 a.m. to 7 p.m. (Greenwich Mean Time)
APJ (Asia, Pacific Rim, Japan) Australia/New Zealand	Monday-Friday, 8:30 a.m. to 8:30 p.m. (Singapore Time) Monday-Friday, 7 a.m. to 7 p.m. (Australian Eastern Time)

*Hours of operations for Fusion are from 6 am to 6 pm (PST/PDT) globally

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 our support policies and offerings can be found in our [Technical Support Guide](#).

