

VMware Software Specific Support Requirements

For each Software Product License (SPL) or Additional Module purchased, where customer purchases non-mandatory Support and Subscription Services, Customer must purchase Services for all SPLs or Additional modules at the same support level in a given functional discipline (e.g. Test, Development, QA, Production).

VMware Software	Mandatory Services Purchase Required	Minimum Contract Term (specify Basic/Production, etc.)	Special Requirements
VMware ACE Manager/ VMware ACE	Yes	One (1) year Basic or Production	(A) Customer must make renewal of Services, if elected, for all VMware ACE SPLs coterminous with Services for VMware ACE Manager SPLs. (B) If Customer renews Services for VMware ACE Manager SPLs, Customer must renew Services for all corresponding VMware ACE SPLs.
VMware ACE Starter Kit	N/A		As Workstation is a key component of the ACE Starter Kit, Workstation per incident support is used for both products.
VMware Converter Starter Edition	No Customer may purchase Technical Support on a Per Incident basis	No minimum	Only Technical Support on a Per Incident basis is available.
VMware Converter Enterprise Edition	N/A	N/A	Supported as a component of VMware vCenter. Customer must have current VMware vCenter Support and Subscription Agreement.
VMware Capacity Planner	No	One (1) year Production Support and; or Complimentary web based support	VMware Capacity Planner is only available for use by VMware Partners. Partners must complete the VMware Capacity Planner two day training course to be eligible to utilize Services.
VMware vSphere ESXi Standalone Server	No Customer may purchase Technical Support on a Per Incident basis or Support and Subscription offerings	No Minimum	Support and subscription is not mandatory for ESXi licenses integrated into server systems or ESXi licenses purchased standalone. Support and Subscription is mandatory on ESXi licenses when purchased as part of VMware vSphere Essentials, Standard, Advanced, Enterprise, Enterprise Plus and Enterprise Plus with Cisco Nexus 1000V editions.
VMware vSphere Essentials	No Subscription is required. Customer may purchase Technical Support on a Per Incident basis.	No minimum	Only Technical Support on a Per Incident basis is available. Support and Subscription is mandatory on ESXi licenses when purchased as part of VMware vSphere, Essentials, Standard, Advanced, Enterprise, Enterprise Plus and Enterprise Plus with Cisco Nexus 1000V editions
VMware Fusion	No Customer may purchase Technical Support on a Per Incident basis or Support and Subscription offerings	Minimum License requirement for Desktop Standard Support – – See Support and Subscription Terms and Conditions -- Attachment 1.	Fusion 1.x and 2.x Complimentary Support is provided free of charge for thirty days (30) days from date of product registration of applicable SPL and will automatically expire at the end of such period. Fusion 3.x Complimentary Support is provided free of charge for 18 months from date of product registration of applicable SPL and will automatically

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			expire at the end of such period or product End of Life, whichever comes first. See Support Life Cycle Policy .
VMware Player	Not available	Not available	Self-help resources, including VMware Player Documentation and discussion forums available
VMware Server	No Customer may purchase Support and Subscription offerings	No minimum	None
VMware vCenter	Yes	One (1) year Basic or Production, with each SPL to activate Servers for management by VMware vCenter.	Each SPL and Additional Modules (if any) must renew with any renewal of VMware vCenter.
Virtual Center for VMware Server	No Customer may purchase Technical Support on a Per Incident basis or Support and Subscription offerings	No minimum	None
VMware Workstation	No Customer may purchase Technical Support on a Per Incident basis or Support and Subscription offerings	Minimum License requirement for Basic and Production Support– See Support and Subscription Terms and Conditions -- Attachment 1.	Workstation Complimentary Support is provided free of charge for thirty days (30) days from date of shipment of applicable SPL and will automatically expire at the end of such period. Updates for Workstation are provided free of charge for eighteen (18) months from date of product registration of applicable SPL and will automatically expire at the end of such period.
SpringSource Products	Yes	One (1) year Basic or Production included with each subscription license purchased	Provides Technical Support and Subscription Services
Developer Support for SpringSource products and certain open source software	No	No minimum	Developer support is limited to one named Support Administrator.