

VMware Production Support and Subscription Service

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues.
- Fast response times for critical issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Product updates and upgrades.

Overview

The VMware® Production Support and Subscription Service is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

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

FEATURE	PRODUCTION SUPPORT
Hours of Operation	24x7x365
Length of Service	1 or 3 years
Product Updates	Yes*
Product Upgrades	Yes*
Products Supported	Support by Product Matrix
Method of Access	Telephone/Web
Response Method	Telephone/email
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	4 business hours
Minor (Severity 3)	8 business hours
Cosmetic (Severity 4)	12 business hours
Business Hours	Monday - Friday
North America	6AM - 6PM (Local Time Zone)
Alaska, Hawaii	6AM - 6PM (PST/PDT)
Latin America	9AM - 6PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	7AM - 7PM (GMT/GMT +1)
Asia, Pacific Rim	8:30AM - 8:30PM (Singapore Time)
Japan (APJ)	8AM - 8PM (JST)
Australia/New Zealand	7AM - 7PM (Sydney AET)

* Product updates and upgrades are not included with Production Support and Subscription Service for SUSE Linux Enterprise Server (SLES) for VMware.

