VMWARE PRODUCTION SUPPORT AND SUBSCRIPTION SERVICE Focused, 24-hour support for production environments

KEY BENEFITS

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

AT A GLANCE

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.

TERMS AND CONDITIONS:

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. The Basic Support and Subscription Service is governed by the VMware Support Terms and Conditions.

FEATURE	SAAS PRODUCTION SUPPORT
Hours of Operation	24x7x365
Length of Service	1 or 3 years
Online Access to Product Updates	Yes
Online Access to 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) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	30 minutes or less; 24x7 4 business hours 8 business hours 12 business hours
Business Hours North America Alaska, Hawaii Latin America Europe, Middle East, Africa (EMEA) Asia, Pacific Rim Japan (APJ) Australia/New Zealand	Monday - Friday 6AM - 6PM (Local Time Zone) 6AM - 6PM (PST/PDT) 9AM - 6PM (Local Time Zone) 7AM - 7PM (GMT/GMT +1) 8:30AM - 8:30PM (Singapore Time) 8AM - 8PM (JST) 7AM - 7PM (Sydney AET)

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