

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

Additional Information

The VMware Production Support contract is limited to one business unit and entitlement account per customer, per geography. Additional support account manager and geography coverage options are available for purchase.

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option. See the [VMware Technical Support Welcome Guide](#) for additional information about VMware support policies and offerings.

Terms and Conditions

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Premier Support engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).

VMware Production Support & Subscription Service

Focused, 24-hour support for production environments

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.

FEATURES	Self Help Access: KB Articles, Product Documentation & Communities	Yes
	Online Access to Product Updates & Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported	Selected
	Business Hours	Monday - Friday
	Number of Support Requests	Unlimited
	Number of Support Administrators	6
	Target Response Times	Severity Definitions & Response Times

