



# VMware Global Support Services Overview

VMware® Global Support Services offers a suite of proactive, top-quality support packages to meet your business needs. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

VMware offers three support and subscription programs (Platinum, Gold, and Silver) that include VMware support along with periodic fixes and enhancements to our products. These programs are offered on an annual or multi-year subscription basis. You can purchase a level of service that gives you the rights to receive major, minor and maintenance releases. A reduced fee service is also available that includes minor and maintenance releases only (major releases are available for an additional fee).

Per Incident support is available for Workstation customers but does not include any product updates or upgrades.

Complimentary support comes with the purchase of every Workstation license allowing for 30 days of installation support and product updates for 18 months.

The table below compares the services side by side. Please contact your VMware sales representative or VMware channel partner for more details.

FEATURE	PLATINUM	GOLD	SILVER	PER INCIDENT	COMPLIMENTARY
<b>Hours of Operation</b>	24 Hours/Day 7 Days/Week 365 Days/Year	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday
<b>Length of Service</b>	1, 2 or 3 Years	1, 2 or 3 Years	1, 2 or 3 Years	Valid for one year after purchase of the incident	30 days for installation support and 18 months for updates
<b>Product Updates</b>	✓	✓	✓	Not Available	✓
<b>Product Upgrades</b>	✓ ⓘ	✓ ⓘ	✓	Not Available	Not Available
<b>Products Supported</b>	All Products (excluding VMware Player)	All Products (excluding VMware Player)	Workstation Only	Workstation Only	Workstation Only
<b>Access Channels</b>	Telephone/Web	Telephone/Web	Web Only	Web Only	Web Only
<b>Remote Support</b>	✓	✓	Not Available	Not Available	Not Available
<b>Access to VMware Web Site</b>	✓	✓	✓	✓	✓
<b>Access to VMware Discussion Forums and Knowledge Base</b>	✓	✓	✓	✓	✓
<b>Max Number of Support Admins per Contract</b>	6	4	2	Not Applicable	Not Applicable
<b>Number of Support Requests</b>	Unlimited	Unlimited	Unlimited	1 per incident	Unlimited
<b>Onsite Support for Exceptional Escalations</b>	✓	Not Available	Not Available	Not Available	Not Available

ⓘ For VMware Infrastructure only, a Limited Subscription variant of Gold or Platinum Support (that does not include major releases) is available for a reduced subscription fee. Additional license fees apply for major releases. All other terms and conditions of Gold or Platinum Support, as set forth above, apply.

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	PLATINUM (7X24)	GOLD (5X12)	SILVER (WEB ONLY)	PER INCIDENT (WEB ONLY)	COMPLIMENTARY (WEB ONLY)
Critical (Severity 1)	<30 minutes; 24x7	4 business hours*	8 business hours*	1 business day for all severities*	1 business day for all severities*
Major (Severity 2)	4 business hours*	8 business hours*	12 business hours*		
Minor (Severity 3)	8 business hours*	12 business hours*	12 business hours*		
Cosmetic (Severity 4)	12 business hours*	12 business hours*	12 business hours*		

\* VMware business days are defined as follows:

BUSINESS HOURS BY LOCATION	
<b>NASA</b> North and Latin America Alaska, Hawaii South America	Mon–Fri, 6 a.m. to 6 p.m. (Local Time Zone) Mon–Fri, 6 a.m. to 6 p.m. (Pacific Time) Mon–Fri, 6 a.m. to 6 p.m. (Eastern Time)
<b>EMEA</b> Europe, Middle East, Africa	Mon–Fri, 7 a.m. to 7 p.m. (Greenwich Mean Time)
<b>APJ</b> Asia, Pacific Rim, Japan Australia/New Zealand	Mon–Fri 8:30 a.m. to 8:30 p.m. (Singapore Time) Mon–Fri 7:00 a.m. to 7:00 p.m. (Australian Eastern Time)

Support is a vital part of the total VMware customer experience. We want you to get the most from our products long after the initial sale and installation and we are dedicated to ensuring that any issues are resolved to your satisfaction.

If you have any questions on these support offerings or would like further details on VMware Support policies and procedures, please contact your VMware sales representative or VMware channel partner for more details.

## Contact VMware Support

To obtain more information or purchase any of our products, contact VMware directly at 1-877-4VMware.

Find a reseller near you at [vmware.com/partners/resellers/](http://vmware.com/partners/resellers/).

Toll free international numbers can be found at [vmware.com/support/phone\\_support.html](http://vmware.com/support/phone_support.html).

Additional information is available in our Technical Support Guide at [vmware.com/pdf/techsupportguide.pdf](http://vmware.com/pdf/techsupportguide.pdf).

