

VMware Basic Support and Subscription Service

Weekday support for test, development and non-critical deployments

KEY BENEFITS

- Global, 10x5 access to support.
- Unlimited support requests.
- Remote support.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Online access to product updates and upgrades.

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](#).

VMware® Basic Support and Subscription Service is designed for non-critical applications and platforms that require support during normal business hours. VMware global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. Each center is staffed with engineers that can provide 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.

FEATURE	BASIC SUPPORT
Hours of Operation	10 hours/day Monday – Friday
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	4
Number of Support Requests	Unlimited
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	4 business hours 8 business hours 12 business hours 12 business hours
Business Hours	Monday – Friday