

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.

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	4
	Target Response Times	Severity Definitions & Response Times