

VMware Basic Support for Cloud Services

Weekday global support for cloud deployments

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues
- Unlimited number of support requests
- Up to 4 Administrators
- Online access to documentation and technical resources, knowledge base articles, and discussion forums
- Cloud updates

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 [VMware Technical Support Welcome Guide](#).

Overview

VMware® Basic Support for Cloud Services is designed with your access to cloud service products in mind. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success. Our global support centers are staffed around the clock to ensure that you can access the products from a web browser anywhere the Internet is available. VMware handles software deployment and maintenance, enabling you to focus on running your business.

OVERVIEW	
Length of Service	1, 2, or 3 years
Self Help Access: KB Articles, Product Documentation & Communities	Yes
Online Access to Product Updates & Upgrades	Yes
Products Supported	Support by Product Matrix
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Number of Support Requests	Unlimited
Number of Individual Support Administrators	4
Root Cause Analysis	Only available with VMware Premier Support and VMware Success 360
Target Response Times	Severity 1 - within 1 hour, 24 hrs/day, 7 days/week Severity 2 - 4 business hours, 10 hrs/day, 5 days/week Severity 3 - 8 business hours, 10 hrs/day, 5 days/week Severity 4 - 12 business hours, 10 hrs/day, 5 days/week
Business Hours	Please refer to VMware Severity Definitions and Response Times

