



VMware Complimentary Support

KEY BENEFITS

- Helps you get through the installation phase
- Submit a support request via the web; receive an email response generally within 24 business hours
- Online access to documentation and technical resources, Knowledge Base articles and discussion forums

Overview

VMware offers 30 consecutive calendar days of complimentary support for VMware Workstation, VMware Fusion and VMware VirtualCenter for VMware Server products. Support requests are submitted via our website and responses will be sent via email.

This complimentary support can be obtained by submitting a support request [via the web](#). You will be given an opportunity to search our Knowledge Base for articles that may give you the information needed immediately or you may continue on to file a support request. You can also access our documentation, discussion forums and other resources from our [support home page](#).

Fusion customers are being offered offered this installation and configuration assistance for 30 consecutive calendar days starting from your date of product registration.

Workstation and VirtualCenter for VMware Server customers are offered installation assistance and support for 30 consecutive calendar days and product updates for 18 months starting from your date of purchase.

FEATURE	FUSION	WORKSTATION OR VIRTUALCENTER FOR VMWARE SERVER
Hours of Operation	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday
Length of Service	30 days for installation assistance/support	30 days for installation assistance/support and 18 months for updates
Product Updates	Yes	Yes
Product Upgrades	Not Available	Not Available
Method of Access	Web Only	Web Only
Response Method	Email	Email
Access to VMware Web Site	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Number of Support Requests	Unlimited	Unlimited
Target Response Times (Web) Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	24 business hours from time of submission for all severities	8 business hours 12 business hours 12 business hours 12 business hours
Business Hours North and Latin America Alaska, Hawaii South America (NASA)	Monday – Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)	Monday – Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (Greenwich Mean Time)	7 a.m. to 7 p.m. (Greenwich Mean Time)
Asia Pacific, Japan (APJ)	8:30 a.m. to 8:30 p.m. (Singapore Time)	8:30 a.m. to 8:30 p.m. (Singapore Time)
Australia/New Zealand	7 a.m. to 7 p.m. (Sydney AET)	7 a.m. to 7 p.m. (Sydney AET)