



VMware Fusion™ Per Incident Support

KEY BENEFITS

- Pay as you go
- Good for technical support on any VMware Fusion Licenses
- Economical 1, 3, 5 incident packs
- Online access to:
 - o Documentation and technical resources
 - o Knowledge base
 - o Discussion forums

Overview

Per Incident support for VMware Fusion allows you access to support for any of your VMware Fusion licenses. Our 1, 3, and 5 per incident packs give you the flexibility to buy support when you need it. Intended for smaller data centers and software development organizations to provide access to technical support from our global support centers.

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/.

Additional information is available in our Technical Support Guide at vmware.com/pdf/techsupport.pdf

FEATURE	PER INCIDENT SUPPORT
Length of Service	Valid for one year after purchase of the incident
Product Updates	Not Available
Product Upgrades	Not Available
Products Supported	Fusion Only
Access Channels	Web
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract	Not Applicable
Number of Support Requests	1, 3, or 5 Per Incident Packs
Target Response Times	1 business day for all severities