



VMware Complimentary Support

- KEY BENEFITS**
- Assistance with Installation of selected VMware software products.
 - Web-based support request form with 24-hour typical response time.
 - Online access to documentation, knowledge base articles, discussion forums and other technical resources.

Overview

VMware offers 30 consecutive calendar days of complimentary support for VMware Workstation, VMware Fusion™ and VMware VirtualCenter for VMware Server (version 1.4) products. Support requests are submitted via our Web site and responses are 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](#).

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

Workstation and VirtualCenter for VMware Server (version 1.4) 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 (V.1.4)
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
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 6am - 6pm (local time zone) 6am - 6pm (PST/PDT) 6am - 6pm (EST/EDT)	Monday - Friday 6am - 6pm (local time zone) 6am - 6pm (PST/PDT) 6am - 6pm (EST/EDT)
Europe, Middle East, Africa (EMEA)	7am – 7pm (GMT)	7am – 7pm (GMT)
Asia Pacific, Japan (APJ)	8:30am – 8:30pm (Singapore Time)	8:30am – 8:30pm (Singapore Time)
Australia/New Zealand	7am – 7pm (Sydney AET)	7am – 7pm (Sydney AET)