



VMware Silver Support & Subscription Service

KEY BENEFITS

- Global, 12x5 Web-only access to support.
- Unlimited number of support requests.
- Online access to documentation, knowledge base articles, discussion forums and other technical resources.
- Product updates and upgrades.

Overview

VMware Silver Support and Subscription Service is designed for individual users of our VMware Workstation product. Silver support requests are submitted via the VMware support Web site only. Subscribers to this service should take advantage of our online knowledge base, documentation and discussion forums. Developers, test engineers and help desk personnel requiring the ability to contact VMware Support by phone should consider the VMware Gold Support service.

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 our [resellers](#). Additional information about our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	SILVER SUPPORT
Hours of Operation	12 hours/day, Monday–Friday
Length of Service	1, 2 or 3 years
Product Updates	Yes
Product Upgrades	Yes
Products Supported	Workstation only
Method of Access	Web only
Response Method	Email only
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract	2
Number of Support Requests	Unlimited
Target Response Times Web: Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	8 business hours 12 business hours 12 business hours 12 business hours
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/NewZealand	Monday - Friday 6 a.m. – 6 p.m. (local time zone) 6 a.m. – 6 p.m. (PST/PDT) 6 a.m. – 6 p.m. (EST/EDT) 7 a.m. – 7 p.m. (GMT) 8:30 a.m. – 8:30 p.m. (Singapore Time) 7 a.m. – 7 p.m. (Sydney AET)