

VMware Platinum Support Key Benefits

- Global, 24x7 support for Severity 1 issues
- Fast response times for critical issues
- Unlimited number of support requests
- Remote Support
- Online access to documentation and technical resources, knowledge base, discussion forums
- Product updates and upgrades

Overview

VMware® Platinum Support is designed with your production environments in mind. Our global support centers are staffed around the clock to provide you access to our industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

Feature	Platinum Support
Hours of Operation	24 Hours/Day 7 Days/Week 365 Days/Year
Length of Service	1, 2 or 3 Years
Product Updates	Yes
Product Upgrades	Yes
Products Supported	All Products (excluding VMware Fusion and VMware Player)
Method of Access	Telephone/Web
Response Method	Telephone/Email
Remote Support	Yes
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract	6
Number of Support Requests	Unlimited
Onsite Support for Exceptional Escalations	Yes
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	4 business hours
Minor (Severity 3)	8 business hours
Cosmetic (Severity 4)	12 business hours
Business Hours	Monday - Friday
Australia/New Zealand	7 a.m. to 7 p.m. (Sydney AET)