VMware Tanzu Support Services Offerings

Scope of Premium Support Services

Premium Support Services are available for all VMware Tanzu customers as follows:

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

Premium Support Services Summary

Feature	Premium Support
Hours of Operation	24 Hours / Day 7 Days / Week 365 Days / Year
Length of Service	6 Months to 5 Years
Product Updates	Included
Product Upgrades	Included
Method of Access	Telephone/Web
Response Method	Telephone/Email
Remote Support	Included
Access to VMware Tanzu Customer Support Portal	Included
Access to VMware Tanzu Discussion Forums and Knowledge Base	Included
Max Number of Technical Contacts per Contract	Five (5)
Number of Support Requests	Unlimited
Target Response Times	**Business Hours of Availability**
Critical (Severity 1)	30 minutes or less (24x7)
Major (Severity 2)	2 business hours (12x5)
Minor (Severity 3)	8 business hours (12x5)
Cosmetic (Severity 4)	1 business day (12x5)

Business Hours	Monday - Friday
North America	6 a.m. to 6 p.m. (local time zone)
Alaska, Hawaii	6 a.m. to 6 p.m. (PST/PDT)
Latin America	9 a.m. to 6 p.m. (local time zone)
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (GMT)
Asia, Pacific Rim	8:30 a.m. to 8:30 p.m. (Singapore Time)
Japan (APJ)	8:00 a.m. to 8:00 p.m. (JST)
Australia/New Zealand	7 a.m. to 7 p.m. (Sydney AET)

VMware Tanzu On Demand Support Service

- Scope: VMware Tanzu On Demand Support Offering is available to customers for purchase as a Marketplace offering and available for the following products:
  - VMware Tanzu Greenplum as Amazon Web Services Marketplace offering
  - VMware Tanzu Greenplum as Microsoft Azure Marketplace offering
  - VMware Tanzu Greenplum as Google Cloud Platform Marketplace offering
- VMware Tanzu On Demand Support includes the following services:
  - Online access to documentation, FAQs, technical resources, Knowledge Base, and discussion forums
  - Unlimited number of support tickets via web form
  - **Instructions on registering for support**
  - **Instructions on opening a support ticket**
- VMware Tanzu On Demand Support Summary

Feature	VMware Tanzu On Demand Support
Hours of Operation	Monday – Friday local business hours *
Product Updates	Included through Marketplace
Product Upgrades	Included through Marketplace
Method of Access	Standard: Web form
Response Method	Web/Email
Remote Support	Included
Number of Support Requests	Unlimited
Target Response Time	One business day (All severities)

*Hours of operation for VMware Tanzu On Demand Support are from 6:00 AM to 6:00 PM local time zone.

NOTE: VMware Tanzu reserves all rights to modify the list of supported technologies/products from time to time, subject to the terms and conditions set forth at **VMware Tanzu Software Support Services Terms & Conditions**.

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