VMware Developer Support

KEY BENEFITS

- Support for application development phase
- Unlimited number of support requests
- Remote support

Overview

Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the SpringSource software and will answer "how-to" questions on the use of the software. Developer Support also includes assistance with application configuration. VMware will provide assistance with performance tuning unless application code review is required to accomplish such assistance. Developer Support does not include support for the application itself.

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 VMware's support policies and offerings can be found in the Technical Support Guide.

FEATURE	MISSION CRITICAL SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	1 year
Product Updates	No
Product Upgrades	No
Products Supported	SpringSource Software: SpringSource tc Server SpringSource Server products SpringSource Enterprise Hyperic HQ EE Apache Projects (Tomcat, HTTPD, ActiveMQ, and other projects listed on the SpringSource Apache Support Page)
Method of Access	Telephone/Web*
Response Method	Telephone/Web*
Remote Support	Yes
Max Number of Support Admins per Contract	1 Named Contact
Number of Support Requests	Unlimited
Target Response Times All Severities	1 Business Day

*Hours of operation for Developer Support are from 6am to 6pm local time

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