

VMware Extended Support for Support Partners

End of Sale as of May 3, 2024

At a glance

VMware Extended Support for Support Partners provides commitment to ensure that a Support Partner can get help via VMware's enterprise-class worldwide support while a partner upgrades systems, so a partner can focus on running its customer business.

Key benefits

- Provides peace of mind while helping customers migrate to a newer environment
- Enables you to provide your customer insurance against security and severity on exposures

Program Eligibility

- Support Partners must continue to maintain support compensation (to VMware) as agreed in the underlying partner agreement
- Support Partner's customer support team must be suitably trained and perform at least Level 1 and 2 troubleshooting for incidents before elevating the case to VMware

Additional Information

- Coverage is limited to one Entitlement Account per Support Partner
- Unused Support Requests expire at the end of the 12-month contract term
- VMware support policies can be found in the [Technical Support Guide for Support Partners](#)

Overview

VMware Extended Support for Support Partners is offered as a supplement to VMware's Authorized Services Support Program (ASP), allowing Support Partners to extend support coverage offered to their customers for up to two years post the end of the [General Support](#) phase. It provides the Support Partner with limited custom support after a product has reached its end of support life.

Features	
Length of Service	Minimum 1 Year Initial purchase covers 12 months from End of General Support date (EOGS) and can be purchased for up to 2 years*
Security Patch Access	Up to one security patch for critical vulnerabilities (CVSSv3 score equal to or greater than 9)
Hot Fixes	Up to 10 bug/hot fixes for Severity Level 1 issues, where no viable workaround exists
Number of Support Requests	30
Products Supported	VMware Horizon® View 7.13 VMware NSX® Data Center for vSphere 6.4 VMware vSAN™ 6.7 VMware vSphere® 6.5, 6.7 VMware SDDC Manager™ 3.10, 3.11 VMware Cloud Foundation™**
Prerequisites	All licenses must be covered by an active support contract through the end of the Extended Support contract term
Limitations	Third-Party or Open-Source software will not be upgraded during the extended period
Exclusions	Maintenance: Server, Client, and Guest OS updates
Purchase Options	Available for purchase in one-year increments, per product and version

* VMware SDDC Manager 3.10 and 3.11 coverage is available through October 15, 2024.

** VMware Cloud Foundation is available for purchase for VMware Cloud Foundation solutions only and includes coverage for VMware vSphere 6.7, VMware vSAN 6.7, VMware SDDC Manager 3.11, and VMware NSX for vSphere 6.4 up to October 15, 2024.