



VMware Mission Critical Support for Support Partners

End of Sale as of May 3rd, 2024

At a glance

In addition to 24x7 support access, the Support Partner will receive a designated support contact who will work with the partner, up to the equivalent of one service day per week. The designated support contact will:

- Provide support request and critical situation management
- Facilitate recurring partner team meetings to review support requests, status updates, and upcoming projects
- Assist in coordinating VMware resources for multi-vendor troubleshooting efforts
- Promote regular and consistent communications between your organization and VMware internal groups, including support, engineering and management

Key benefits

- Priority Access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Elevation to our Software Developer Kit (SDK) support team as needed, at no additional cost
- Aggressive target response times help minimize downtime
- Additional business-hours weekend coverage available for Severity 2 issues
- Root cause analysis for Severity 1 and 2 incidents

Program Eligibility

- Support Partners must continue to maintain support compensation (to VMware) as agreed in the underlying partner agreement

Overview

VMware Mission Critical Support for Support Partners is offered as a supplement to the VMware Production Support and Subscription Service Agreement and is designed for Support Partners to provide an enhanced level of support services to their end users. Support Partners can choose support coverage for either 30, 60, or 150 Support Requests per contract year with an unlimited number of designated technical contacts.

Features	
Length of Service	1 Year
Online Access to Product Updates & Upgrades, VMware Discussion Forums and Knowledge Base	Included with required Production Support and Subscription Service Agreement
Products Supported	Support by Product Matrix
Designated Support Contact	Yes
Maximum Number of Technical Contacts per Contract	Unlimited individual technical contacts, globally
Number of Support Requests	Available in packs of 30, 60, and 150 Support Requests per contract year
Root Cause Analysis	Severity 1 & 2 incidents, upon request
Support Review Meetings	Weekly
SDK Support Access	VMware SDK and API Support Program
Initial Target Response Times	
Critical (Severity 1)	Within 30 minutes; 24x7
Major (Severity 2)	Within 2 business hours; 10x7
Minor (Severity 3)	Within 4 business hours; 10x5
Cosmetic (Severity 4)	Within 8 business hours; 10x5

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](#).