

VMware SD-WAN Support

24-hour support for critical SD-WAN deployments



SD-WAN™

VMWARE SD-WAN PREMIER SUPPORT KEY BENEFITS

- Global 24 x 7 access for Severity 1 and 2 issues
- Aggressive target response times for initial response for critical issues
- Root cause analysis
- Unlimited number of support requests and remote support
- Online access to documentation, knowledge base articles and other technical resources

VMWARE SD-WAN PRODUCTION SUPPORT KEY BENEFITS

- Global 24 x 7 access for Severity 1 issues
- Aggressive target response times for initial response for critical issues
- Unlimited number of support requests and remote support
- Online access to documentation, knowledge base articles and other technical resources

VMWARE SD-WAN BASIC SUPPORT KEY BENEFITS

- Global 24 x 7 access for Severity 1 issues
- Unlimited number of support requests and remote support
- Online access to documentation, knowledge base articles and other technical resources

VMWARE SD-WAN SUPPORT			
FEATURE	BASIC SUPPORT	PRODUCTION SUPPORT	PREMIER SUPPORT
Hours of Operation	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Length of Service	1 or Multi-year	1 or Multi-year	1 or Multi-year
SaaS & Online Access to Product Updates	Yes	Yes	Yes
Method of Access	Telephone, Web	Telephone, Web	Telephone, Web
Response Method	Telephone, Email	Telephone, Email	Telephone, Email
Remote Support	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes
Number of Support Requests	Unlimited	Unlimited	Unlimited
Root Cause Analysis	Not Available	Not Available	Severity 1 & 2 incidents upon request
Critical (Severity 1) Target Response Time for Initial Response	1 hour or less; 24x7	30 minutes or less; 24x7	30 minutes or less; 24x7
Major (Severity 2) Target Response Time for Initial Response	4 business hours	4 business hours	2 hours or less; 24 x7
Minor (Severity 3) Target Response Time for Initial Response	8 business hours	8 business hours	4 business hours
Cosmetic (Severity 4) Target Response Time for Initial Response	12 business hours	12 business hours	12 business hours



ADDITIONAL INFORMATION

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option or contact a VMware reseller.

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware SD-WAN Support engagements are governed by the applicable [VMware Cloud Service Offerings Terms of Service](#) and [VMware Software as a Service Support Policies](#) and [VMware Technical Support and Subscription Services Terms and Conditions for On-Premise Software Products](#).

BUSINESS HOURS	MONDAY-FRIDAY
North America	8 AM – 6 PM (Local Time Zone)
Alaska, Hawaii	8 AM – 6 PM (PST/PDT)
Latin America	8 AM – 6 PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	8 AM – 6 PM (GMT/GMT+1)
Asia, Pacific Rim	8 AM – 6 PM (SGT)
Japan (APJ)	9 AM – 6 PM (JST)
Australia/New Zealand	8 AM – 6 PM (Sydney AET)

SEVERITY	DEFINITION
Critical (Severity 1)	<p>Critical production issue that severely impacts your use of the service. The situation halts your business operations, and no procedural workaround exists.</p> <ul style="list-style-type: none"> • Service is down or unavailable • Data corrupted or lost and must restore from backup • A critical documented feature / function is not available. <p>Severity 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with VMware.</p>
Major (Severity 2)	<p>Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations, and no reasonable workaround exists.</p> <ul style="list-style-type: none"> • Service is operational but highly degraded performance to the point of major impact on usage. • Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
Minor (Severity 3)	<p>There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable.</p>
Cosmetic (Severity 4)	<p>Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available.</p>

Version history

DATE	DESCRIPTION OF CHANGE
January 27, 2021	Clarified "response time" to mean target response time for initial response