

# VMWARE AIRWATCH BASIC SUPPORT

Weekday support for test, development and non-critical deployments

## OVERVIEW

VMware AirWatch® Basic Support is designed for non-critical applications and platforms that require support during normal business hours. Our Support Centers are strategically placed to provide you with fast and efficient access to the support team in your region. Each center is staffed with engineers that can provide industry-leading expertise in mobility and have experience supporting real-world customer environments. AirWatch by VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

## KEY BENEFITS

- Global, 12x5 access to support.
- 24x7 access to support for Severity 1 issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledgebase articles, software updates, and other technical resources.

FEATURE	AIRWATCH BASIC SUPPORT
Business Hours	Monday - Friday 8 AM - 8 PM (Local Time Zone)
Length of Service	1 or 3 years
Software Updates	Included for AirWatch and Workspace ONE Products
Products Supported	All AirWatch and VMware Workspace ONE™ Products
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Remote Support	Yes
Access to AirWatch Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	4
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	1 hour or less; 24x7
Major (Severity 2)	4 business hours; 12x5 (M-F)
Minor (Severity 3)	8 business hours; 12x5 (M-F)
Cosmetic (Severity 4)	12 business hours; 12x5 (M-F)

## Additional Information

For purchase information, contact your account executive or [AirWatch Support](#)

## Terms and Conditions

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