

VMware Extended Support

AT A GLANCE

VMware Extended Support is designed to provide security and Severity 1 fixes for your legacy environment while you are migrating to a newer fully supported version of VMware software products. We are committed to ensuring that you can rely on VMware's enterprise-class worldwide support while you upgrade your systems so you can focus on running your business.

KEY BENEFITS

- Peace of mind while you migrate to a newer environment
- Access to security fixes after product has reached end of [General Support](#)
- Access to hot fixes for [Severity 1 issues](#). A Severity 1 issue occurs when a production server or mission-critical system(s) are down and no workaround is immediately available.

FEATURE	EXTENDED SUPPORT
Length of Service	1 or 2 years from end of General Support
Products Supported	Support by Product Matrix
Access to Security Patch	1 annual patch (rollup of several security fixes)
Number of Severity 1 Support Requests	Unlimited
Prerequisites	<ul style="list-style-type: none"> • All licenses must be covered by an active Basic or Production Support contract through end of Extended Support contract • Migration plan to next fully supported version of software products
Effective Date	Extended Support becomes effective the day after the published end of General Support .
Pricing	Contact your VMware direct sales representative for pricing information.

Additional Information

For more information or to purchase this service, contact your VMware direct sales representative. For information about VMware's support policies and offerings, visit the [Technical Support Welcome Guide](#) and https://www.vmware.com/support/policies/policy_index.html.

