

VMware AirWatch Maintenance and Support Specifications

Effective: January 1, 2016

Support Resources

RESOURCE	ACCESS OPTIONS	EXPECTATIONS
myAirWatch	http://my.air-watch.com	<ul style="list-style-type: none"> myAirWatch is an online community for AirWatch® employees, customers and partners, featuring resources, training, analytics and our support portal. Organizations can view submitted support requests, solutions and feedback from the AirWatch Support Services Team. In addition to support requests, you can leverage the AirWatch knowledge base to self-resolve common issues and find information about the latest AirWatch enhancements through announcements, community forums and FAQs. The AirWatch Resources section of myAirWatch provides software downloads, whitepapers, product guides, analyst reports and more that can be bookmarked for quick reference.
AirWatch Resourced Support	Phone: http://www.air-watch.com/company/contact-us/ Web: http://my.air-watch.com	<ul style="list-style-type: none"> Response times consistent with published SLAs based upon Incident severity (see below) Escalations consistent with published escalation matrix (see below)
AirWatch Account Services Team	Refer to AirWatch Resourced Support contact options above	<ul style="list-style-type: none"> Team of resources dedicated to assisting with account related requests Assists with support escalations, renewals, and basic account inquiries
AirWatch Software Updates	http://my.air-watch.com	<ul style="list-style-type: none"> Access to software updates, feature packs, and related documentation

Severity Definitions and Response Targets

AirWatch provides a range of targeted response times depending upon your support tier and the urgency of your request. We do not guarantee resolution times – with no exceptions – due to the dependency on the nature of the reported problem and change at customer operating environments.

Severity Definitions

SEVERITY	DEFINITION	EXAMPLE SCENARIOS
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. 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 Support.</p>	<ul style="list-style-type: none"> Inability to access the AirWatch Console to manage the device fleet Inability to secure and manage fleet of devices via lock and wipe commands > 50% of enrolled devices not receiving email

SEVERITY	DEFINITION	EXAMPLE SCENARIOS
Severity 2	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. <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. 	<ul style="list-style-type: none"> Inability to manage currently deployed applications on > 50% of devices Inability to manage or access currently deployed Content on > 50% of devices Inability to utilize AirWatch Browser on > 50% of devices
Severity 3	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.	<ul style="list-style-type: none"> Email, Application, Content, or Browser issues impacting < 50% of enrolled devices Issues that arise as a result of configuration changes made by the Customer
Severity 4	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.	<ul style="list-style-type: none"> Issues impacting a single end user Cosmetic issues Errors in documentation

Response Targets

SEVERITY	ENTERPRISE	PRODUCTION	BASIC
Severity 1	30 min 24x7	30 min 24x7	1 hr 24x7
Severity 2	2 hr 12x7	4 hr 12x5	4 hr 12x5
Severity 3	4 hr 12x5	8 hr 12x5	8 hr 12x5
Severity 4	8hr 12x5	12hr 12x5	12hr 12x5

* In the event of a high priority issue, AirWatch strongly recommends that you log a support request by phone to ensure the fastest possible response time.

Support Terms and Conditions

Cancellation, termination, forfeiture by notice, failure to pay the applicable fees or otherwise failure to renew support will cause termination of all access to any past, current or future Updates or Enhancements. A customer may reinstate its cloud subscription or support contract by paying AirWatch a reinstatement fee equal to one hundred and twenty percent (120%) of the unpaid support fees that would have been paid if coverage had not lapsed.

Customers must purchase or renew support at the same support level for all of the licenses or cloud services that have been installed or consumed in a given environment, such as Test, Development, QA or Production (i.e. a customer cannot purchase AirWatch Production level support for one seat of AirWatch Blue and purchase AirWatch Basic level support for the other seats of AirWatch Blue in that environment).

