

VMware SD-WAN by VeloCloud

Hardware Support Lifecycle

SUPPORT

For more information on Support, please read the document [VMware SD-WAN by VeloCloud Support](#). Key benefits include:

- 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

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

VMware Hardware Support is governed by the VMware SD-WAN Hardware Replacement Policies and the [VMware Equipment Terms for VMware SD-WAN by VeloCloud](#).

VMware SD-WAN Hardware Lifecycle Policy

End of Availability (EOA)

VMware will make reasonable efforts to provide six (6) months advance notice of the end of availability of the VMware SD-WAN Edge appliance hardware. A product has its end of availability when it is no longer available for purchase from VMware.

Support Duration

VMware will provide support for the SD-WAN Edge appliance hardware for five (5) years after the last sale date.

End of Support Life (EOSL)

At the end of five (5) years the appliance hardware reaches its EOSL and will no longer be supported.

VMware maintains compatibility between VMware SD-WAN Edge and VMware SD-WAN Orchestrator for a minimum of one (1) major release or six (6) months from release of VMware SD-WAN Edge software.