



## NVIDIA VIRTUAL GPU SUPPORT SERVICES

NVIDIA Virtual GPU (vGPU) software products can be purchased as either perpetual licenses with Support, Updates, and Maintenance (SUMs) or as annual subscriptions. The perpetual license gives the user the right to use the software indefinitely, with no expiration, but an active SUMs contract is required to have access to NVIDIA Enterprise Support and to receive software updates.

The annual subscription model offers lower upfront costs and allows IT departments more flexibility to manage changing license volume requirements. NVIDIA vGPU Support Services are bundled with vGPU software for the duration of the software term.

SUMs Feature	Description and Coverage Details
Service Terms	<ul style="list-style-type: none"> <li>Initial SUMs is available in 5-year term.</li> <li>SUMs renewals are available in 1-5-year terms; co-termining for multiple contracts is available at the time of renewal.</li> </ul>
vGPU Product Coverage	<ul style="list-style-type: none"> <li>Covered products include NVIDIA Virtual Applications (vApps), Virtual PC (vPC), RTX Virtual Workstation (vWS), and Virtual Compute Server (vCS).</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>Receive access to all maintenance releases, bug fixes, and security patches.</li> </ul>
Upgrades	<ul style="list-style-type: none"> <li>Receive access to all new major version releases, including feature enhancements and new hardware support.</li> <li>Receive access to all minor updates.</li> </ul>
Support Availability	<ul style="list-style-type: none"> <li>Get direct access to NVIDIA support engineering for timely resolution of customer-specific issues.</li> <li>Cases are accepted for remote support 24x7.</li> <li>Escalation support is available during standard local business hours (8 a.m.–5 p.m., Monday–Friday).</li> <li>An option for premium 24X7 escalation support is also available; contact <a href="mailto:enterpriseservices@nvidia.com">enterpriseservices@nvidia.com</a> for details.</li> <li>Receive enhanced partner interaction on issues.</li> <li>Get an early view into upcoming bug fixes and releases.</li> </ul>
Case Logging	<ul style="list-style-type: none"> <li>Log cases in three ways:               <ul style="list-style-type: none"> <li>&gt; Via the web portal (for an optimal customer experience)</li> <li>&gt; By phone (limited local language support available)</li> <li>&gt; By email</li> </ul> </li> </ul> <p>Visit <a href="http://www.nvidia.com/en-us/support/enterprise/">www.nvidia.com/en-us/support/enterprise/</a> to submit a ticket via the web portal or for alternate contact information.</p>
Portal Access Benefits	<ul style="list-style-type: none"> <li>In the portal, receive full access to the knowledge base, including:               <ul style="list-style-type: none"> <li>&gt; Insight into which articles, tips, and tutorials are trending and proven most valuable</li> <li>&gt; A view of current and past issue history</li> <li>&gt; Intelligent prompts for supporting enhanced search capabilities</li> </ul> </li> </ul>

For additional support, please contact [enterpriseservices@nvidia.com](mailto:enterpriseservices@nvidia.com)