Specific Program Documentation

VMware Select Support

The Broadcom offering listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the Broadcom quote, order form, statement of work, or other mutually agreed ordering document (each a "Transaction Document") under the applicable end user agreement or governing contract (collectively, the "Agreement") entered into by the Customer and the Broadcom entity ("Broadcom") through which Customer obtained a license for the specified Broadcom Offering, whether that be Software or SaaS offerings. These terms shall be effective for the effective date of such Transaction Document.

Program Name: VMware Select Support

1.   DEFINITION

VMware Select Support provides access to senior-level technical support engineers who provide assistance with issue resolution. Select Support includes an unlimited number of support requests and Customer administrators. Support engineers will perform Root Cause Analysis (RCA) for severity 1 issues, upon request.

VMware Select Support	
Regional Access	Global
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported	Support by Product Matrix
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Number of Support Administrators	Unlimited
Number of Support Requests	Unlimited
Senior-Level Support Engineers	Yes
Premium SDK/API Guidance	Yes
Root Cause Analysis	Severity 1 issues, upon request
Target Response Times	Severity 1 - within 30 minutes, 24 hrs/day, 7 days/week
	Severity 2 - 2 business hours, 10 hrs/day, 5 days/week
	Severity 3 - 4 business hours, 10 hrs/day, 5 days/week
	Severity 4 - 8 business hours, 10 hrs/day, 5 days/week
Business Hours	Please refer to VMware Severity Definitions and Response Times

2.   CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

A.   Complete any onboarding processes as soon as practical.
B.   Provide remote access to the proper environments, hardware, underlying operating systems, supporting databases, applications, relevant business and technical documentation, and subject matter experts as required.
C.   Broadcom makes no representation or warranty that the assistance provided will provide any specific deliverable or results.
D.   Customer will provide knowledge of relevant regulations and control environment that the Broadcom Software will operate within, including software development lifecycle, administrative, security and audit controls.

3. **ACTIVITIES OUT OF SCOPE**

A. Installation or configuration of any Broadcom Software solutions
B. Customizations, including customization of Broadcom Software, system agents, equipment, operating software, and any customization or development activity that impacts any of the features and benefits and underlying source code of the Broadcom Software, including object code, that extends the install package of the product.
C. Activities related to the removal or replacement of a Broadcom Offering.
D. Any installation, configuration or troubleshooting relating to a third-party product, including the installation of third-party product interfaces, exit coding or developing interfaces from Customer systems and applications.
E. Modification or translation of product languages, or the addition of any language that is not currently available within Broadcom Software.

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