

Technical Appendix

VMware by Broadcom Software

Appendix to the data sheet "Support Pack Software"

Introduction

The Technical Appendix supplements the data sheet "Support Pack Software" and is valid for the license products listed below based on the subscription model.

VMware by Broadcom has implemented a customer segmentation, which needs to be confirmed by VMware during the quotation process. Customer segments are Strategic Account (A), Corporate Account (B) and Commercial Account (C).

VMware main licenses ¹⁾

- VMware Cloud Foundation used for customer segment A, B and C
 - vSphere (inc. TKGs, vCenter), vSAN, NSX Networking/HCX/AON, Aria Suite enterprise, SDDC Manager/DSM.
- VMware vSphere Foundation used for customer segment B and C
 - vSphere (inc. TKGs, vCenter), vSAN, Aria Suite Standard.

Advanced Add-ons

- VMware vDefend Advanced Threat Prevention Add on (Bundle) ¹⁾
- VMware vDefend Firewall (Bundle) ¹⁾
- VMware vDefend Firewall with Advanced Threat Prevention (Bundle) ¹⁾
- VMware vSAN ²⁾
- VMware Avi Load Balancer (Enterprise) ³⁾
- VMware Live Recovery Protected VM ⁴⁾

¹⁾ Licenses to be counted per CPU core.

Minimum order quantity for is 16 per CPU socket.

²⁾ Licenses to be counted per TIB.

³⁾ Licenses to be counted per service unit.

⁴⁾ Licenses to be counted per 25 VM.

VMware by Broadcom is hereinafter referred to as the "software manufacturer".

Service Offering

Fujitsu Support Pack is available for the listed software products with service time 24x7 and remote response time 4h. The Support Pack must be ordered for each license.

Scope of Service

The services described can only be provided for the current products or for product versions according to the "Lifecycle Policy" of the software manufacturer.

Cooperation with the software manufacturer

If there is no correction or bypass available to eliminate a suspected or diagnosed product error or workaround, this will be escalated to the software manufacturer (according to the "Lifecycle Policy" described below) for further diagnostics so as to solve the problem.

Lifecycle Policy

The software manufacturer maintains a "Lifecycle Policy" for the software products as part of which the end-of-support is announced for the products or product versions which reach the end of their lifecycle (see Notes). The services described can only be provided for the current products or for product versions according to the "Lifecycle Policy" of the software manufacturer.

Software Corrections

A software correction (patch, hot fix or single correction) covers the elimination of software errors in current software versions according to the "Lifecycle Policy" of the software manufacturer.

The software corrections are made available in the Internet by the software manufacturer or can be requested via the Fujitsu Service Desk.

New Software Versions

This service is offered for the above software products in the Support Pack Software.

After a new version of the product has been released by the software manufacturer, the new software versions can be updated in VMware by Broadcom portal. The license keys required to use new software versions is then delivered to Customers license Administrator (see Notes).

Service Period

VMware by Broadcom changed the license model from perpetual to subscription. Prolongations – former SNS – are not possible anymore.

Full product structure is a termbased subscription for 3 or 5 years. License after reaching end of service needs to be repurchased.

Duration of the licenses must be equal to Support Offering duration and must be ordered at the same time.

The contracted service period shall always be deemed to start with the date of purchase of the software product.

With the delivery of the "Support Site ID" via e-mail sent by VMware the contract is automatically updated/activated at the VMware customer portal.

Prerequisites

The service for software products can only be offered for current versions.

Remote Services

It is assumed that remote access is available. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the agreed service levels cannot always be met in every situation.

Notes

According to the "Lifecycle Policy" of the software manufacturer the customer is responsible to keep the contracted software products up to date.

Information from the software manufacturer about the "Lifecycle Policy", software corrections as well as new software versions are available on the Internet as follows:

VMware by Broadcom Support Portal (registration required)

<https://access.broadcom.com/default/ui/v1/signin/>

Lifecycle Policy

"End User Agreement" means collectively the terms governing the End User's use of the Broadcom Offering located at:

<https://www.vmware.com/agreements.html> including support terms, the Specific Program Documentation (the "SPD") and SaaS Listing(s) applicable to the Broadcom Offering.