



Specific Program Documentation

VMware Dedicated Technical Support Engineer

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Program Name: VMware Dedicated Technical Support Engineer

1. DEFINITION

A VMware Dedicated Technical Support Engineer offering consists of the identifying, resourcing, appointing, and provisioning of a dedicated resource (a “DTSE”) with the subject matter expertise to support the Customer. The DTSE is designed for customers who require dedicated support led by a senior-level engineer to help drive issue resolution in the most expedient and thorough manner, with their availability aligned to their local business hours. Continued VMware Select Support coverage is a required condition throughout the term for the performance of the DTSE offering. Broadcom can utilize employees and sub-contractors who have entered into appropriate confidentiality provisions to support the delivery of this Broadcom Offering. Customer is not responsible for Broadcom incurred DTSE expenses.

The DTSE will be available for up to 1500 hours per year. Activities performed by a DTSE include and are not limited to:

- Provide remote Broadcom Support troubleshooting expertise.
- Document and communicate environment knowledge to Broadcom technical staff to expedite troubleshooting efforts.
- Perform root cause analysis for your critical support requests.
- Represent Broadcom and provide technical expertise for multi-vendor troubleshooting.
- Promote regular and consistent communications between your organization and Broadcom groups, including support, engineering, and management for support requests.

VMware Dedicated Technical Support Engineer	
Product/Technology Specific Engineer	Broadcom Support subject matter expertise in a product of your choice
Single Technical Point of Contact	Dedicated, personalized support from a support engineer who is familiar with your environment and processes
Expert Troubleshooter	Readily available to find and fix problems
Technical Escalation Lead	Drives customer support priorities and escalations within VMware Support and relevant product teams
Technical Root Cause Analysis	Investigates and delivers technical root cause analysis for high impact cases upon request

Best Practice Advisory	Assists with validation of new installations just after deployment, and documentation of best practice variation and identified risks in the environment
Software Updates and Migration Assistance	Assists with troubleshooting during software updates and migrations

1. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes for the DTSE as soon as practical.
- B. Customer is responsible for ensuring the appropriate access, environmental knowledge and Customer personnel are available to work with the DTSE since the DTSE activities are collaborative in nature.
- C. Broadcom makes no representation or warranty the assistance provided will provide any specific deliverable or results.

2. 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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