

# Specific Program Documentation

## VMware Support Account Manager

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 Support Account Manager

### 1. DEFINITION

A VMware Support Account Manager offering consists of the identifying, resourcing, appointing, and provisioning of a designated resource (a “SAM”) with the subject matter expertise to support the Customer. The SAM may be a shared resource and may be assigned by VMware to assist more than one customer.

SAMs become familiar with your team, use cases, and environment. Continued VMware Select Support coverage is a required condition throughout the term for the performance of the SAM offering. SAMs will conform to the management practices of the Customer with remote assistance to be agreed by the Customer and Broadcom. 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 SAM expenses.

The SAM will be available for 20 hours per week aligned to their local business hours and will provide you with a holistic oversight and advocacy of your overall support experience, act as a single point for support request management, and provide proactive support assistance, guidance, and recommendations. They will work with the Customer to:

- Provide support request and critical situation management.
- Facilitate recurring team meetings to review support requests, status updates and upcoming projects.
- Ensure root cause analysis (RCA) is formally documented for your critical support requests.
- Assist in coordinating Broadcom resources and provide guidance for multi-vendor troubleshooting efforts.
- Coordinate proactive support activities powered by VMware Skyline®.

VMware Support Account Manager	
Products Supported	All products with VMware Select Support entitlements
Remote Support	Yes
Support Request Reporting	Weekly
Support Review Meetings	Weekly
Support Business Reviews	2/Year
Proactive Support Assistance	Yes
Multi-Vendor Coordination	Yes
Root Cause Analysis Delivery	Yes

### 2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes for the SAM as soon as practical.

- B. Customer is responsible for ensuring the appropriate access, environmental knowledge, and Customer personnel are available to work with the SAM since the SAM activities are collaborative in nature. Accordingly, Customer will designate a single point of contact to coordinate administrative issues with the SAM.
- C. Broadcom makes no representation or warranty that the assistance provided will provide any specific deliverable or results.

### 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.

Broadcom, the pulse logo, and Connecting everything are among the trademarks of Broadcom and/or its affiliates in the United States, certain other countries, and/or the EU.

Copyright © 2024 by Broadcom. All Rights Reserved.

The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. For more information, please visit [www.broadcom.com](http://www.broadcom.com)

