

# VMware Extended Support

The VMware offering listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the VMware 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 VMware entity (“VMware”) through which Customer obtained a license for the specified VMware Offering, whether that be Software or SaaS offerings. These terms shall be effective for the effective date of such Transaction Document.

**Program Name: VMware Extended Support**

**1. DEFINITION**

VMware Extended Support is designed to provide security and Severity 1 fixes for your legacy environment while you are migrating to a newer, fully supported version of VMware software products. We are committed to ensuring that you can rely on VMware’s enterprise-class worldwide support while you upgrade your systems so you can focus on running your business.

- Peace of mind while you migrate to a newer environment.
- Access to security fixes after a product has reached end of General Support.
- Access to hot fixes for Severity 1 issues. A Severity 1 issue occurs when a production server or mission-critical system(s) are down, and no workaround is immediately available.

VMware Extended Support	
Length of Service	Minimum 3 months Initial purchase coverage begins at the End of General Support date ( <a href="#">EOGS</a> ) and can be purchased for up to 2 years*, no gaps in coverage allowed
Coverage	One entitlement account per customer
Access to Security Patches	Security patches for Critical vulnerabilities ( <a href="#">CVSSv3 score equal to or greater than 9</a> )
Access to Bug Fixes	Ability to create hot patches for Severity 1 issues, where no viable workaround exists

## VMware Extended Support

Number of Severity 1 Support Requests	Unlimited
Workarounds for Non-business Critical Issues	Included
Self-help Web-based Support	Included
Products Supports	VMware Horizon® View 7.13 VMware NSX® Data Center for vSphere 6.4 VMware NSX®-T 2.5 VMware HCX® 4.5, 4.5.1, 4.6 VMware vSAN™ 6.7 VMware vSphere® 6.5, 6.7 VMware SDDC Manager™ 3.10, 3.11 VMware vRealize Automation™ 8.x VMware vRealize Operations™ 8.6.x** VMware vRealize Log Insight™ 8.6 VMware Greenplum® 5.29
Prerequisites	All licenses must be covered by an active Basic or Production Support contract through the end of the Extended Support contract.
Limitations	3 <sup>rd</sup> party or Open-Source software will not be upgraded during the extended period
Exclusions	Maintenance; Server, Client, and Guest OS updates
Purchase Options	Available for purchase in three-month and/or one-year increments, per product and version

\*VMware NSX Data Center for vSphere 6.4 and VMware SDDC Manager 3.10 and 3.11 coverage is available through October 15, 2024.

VMware vRealize Automation, VMware vRealize Operations and VMware vRealize Log Insight coverage is only available for up to 12 months after the EOGS date. VMware HCX coverage is only available for up to 6 months after the EOGS date per version.

\*\* VMware Extended Support for VMware vRealize Operations releases 8.12.x and earlier will not include bug fixes or security patches for Photon 3 and/or Gemfire 9.5 defects/CVEs.

Please note that this offer is not available for purchase by Support Partners.

## 2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes as soon as practical.
- B. Customer is responsible for ensuring the appropriate Customer personnel are available to work with the VMware Support as the activities are collaborative in nature.
- C. VMware 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 VMware Software solutions
- B. Customizations, including customization of VMware Software, system agents, equipment, operating software, Packaged Work Product or Accelerator, and any customization or development activity that impacts any of the features and benefits and underlying source code of the VMware Software, including object code, that extends the install package of the product.
- C. Activities related to the removal or replacement of a VMware 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 VMware Software.