

Specific Program Documentation

VMware Cloud Foundation Activation and Upgrade Support

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Program Name: VMware Cloud Foundation Activation and Upgrade Support

1. DEFINITION

VMware Cloud Foundation™ Activation and Upgrade Support is included with VMware Cloud Foundation subscriptions purchased starting December 1, 2023. This offering helps customers maintain an up-to-date VMware Cloud Foundation environment. It includes the following during the VMware Cloud Foundation subscription term:

- Support to customers to activate a new VMware Cloud Foundation environment
- Support to customers to upgrade their VMware Cloud Foundation environment

When the customer is activating their VMware Cloud Foundation environment, Broadcom will provide the following:

- Support for the activation and verification of one (1) VMware Cloud Foundation instance based on Broadcom prescribed designs only. Custom design and activation are considered out of scope.
- Environmental analysis and guidance on remediation
- Health check and post-deployment verification for the activated environment

When the customer is upgrading their VMware Cloud Foundation environment, Broadcom will provide the following:

- Assess upgrade readiness and provide guidance for remediation for one (1) existing VMware Cloud Foundation environment
- Support customer development of an upgrade plan per VMware Cloud Foundation instance
- Support customer when customer performs the upgrade
- Health check and post-upgrade verification for the VMware Cloud Foundation environment which has been upgraded

Support will be provided only if:

- The customer uses, or plans to use, full stack VMware Cloud Foundation with VMware Cloud Foundation SDDC Manager™
- The customer has VMware Cloud Foundation 4.5.x or above with a VMware Cloud Foundation entitlement
- The customer using VMware Cloud Foundation on VxRail must have VMware Cloud Foundation version 4.5.x or above with a VMware Cloud Foundation entitlement
- VMware Cloud Foundation subscription terms are valid for the identified customer environment

Entitlement for support is included in VMware Cloud Foundation subscriptions that were purchased starting December 1, 2023. Support cannot be purchased separately. Support is provided remotely and offered in the English language only.

The customer must exercise the upgrade option each year during their VMware Cloud Foundation subscription from a compatible version to the latest version.

2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. 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. Customer is responsible for ensuring the appropriate Customer personnel are available to work with Broadcom on the activation or upgrade. Accordingly, Customer will designate a single point of contact to coordinate administrative issues with Broadcom.
- B. Broadcom makes no representation or warranty that the assistance provided will provide any specific deliverable or results.
- C. Customer and Broadcom will work together on the schedule of the activation or upgrade.
- 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. Custom services and deployments. Activation support is only provided for SDDC Manager, VMware vCenter®, VMware ESXi™ hosts, VMware vSAN™, VMware NSX®, VMware Aria Operations™, VMware Aria Automation™, and VMware Aria Operations for Logs based on VMware prescriptive designs.
- B. On-premises variants of VMware Aria Operations for Networks and VMware Tanzu® Kubernetes Grid™ Service
- C. Any product not listed in the VMware Cloud Foundation bill of materials
- D. VMware Cloud Foundation versions below 4.5.0
- E. Multi-instance with multi-AZ VMware Cloud Foundation activations
- F. Multiple availability zones architecture and designs requiring NSX Federation
- G. Onsite delivery (including at sovereign, federal, military, or dark sites)
- H. Installation, configuration, integration, or management of custom or third-party applications, operating systems on deployed virtual machines, databases, and administration of general network changes
- I. Redesign or changes to the environment during the upgrade
- J. Host or hardware platform/firmware changes

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