

Support Terms

Broadcom® Software

Broadcom Maintenance Policy Handbook

Reference Manual

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Chapter 1: Guiding Principles

1.1 Purpose

Maintenance is designed to protect and maximize a customer's investment in Broadcom Offerings. This policy handbook ("Handbook") sets forth guidelines for engaging with Broadcom and describes Broadcom policies relating to the new purchase and renewal of entry-level maintenance offerings for the following Broadcom Offerings:

- On-premises software (both perpetual and subscription licenses including ancillary Broadcom supplied hardware)
- On-demand software (SaaS)

The term "maintenance" refers to deliverables and activities within Broadcom's entry-level maintenance offerings, whether these were obtained as part of the Maintenance Offering associated with a perpetual license or as part of the support associated with a Subscription license.

This Handbook and all policies referred to herein are applicable globally.

Customers with questions related to any aspect of this Handbook or a Broadcom policy should contact their reseller, Broadcom sales representative, or Broadcom customer assistance.

Any capitalized words that are not defined in this Handbook have the meanings as defined in the Master or Governing Agreement or by the current Broadcom Foundation Agreement and/or its Modules located at https://www.broadcom.com/company/legal/licensing.

1.2 Out of Scope

This Handbook does not apply to:

- Software and SaaS products acquired by Broadcom pursuant to an acquisition of a company, business or product line until such products are designated by Broadcom to be covered by this Handbook when Broadcom offers Broadcom Offerings on Maintenance (collectively, "Broadcom Maintenance Offerings") for such products.

Chapter 2: Policy

2.1 Broadcom Maintenance Offerings

This section describes Broadcom Maintenance Offerings and the policies related to accessing and using these Offerings.

2.1.1 Entry-Level Offerings

Broadcom provides a range of entry-level maintenance offerings for Broadcom Software, SaaS and hardware products.

2.1.1.1 Broadcom Software

Maintenance includes the following standard deliverables for the maintenance term (if a perpetual license) or subscription term (if a subscription license):

- Essential Support
- Operational assistance
- Security content updates for Broadcom Offerings that require such updates
- Version upgrades
- Product updates (i.e. patches, enhancements, fixes)
- Alternative or replacement products that Broadcom may include as part of Maintenance
- Documentation
- Self-service support on the Customer Support Portal

An active Maintenance by means of a valid Support contract for a perpetual license or an active subscription license is required on an ongoing basis and must be renewed for Broadcom Software to enable a customer to access content updates.

Broadcom makes available Essential Support during the active Maintenance term for all generally available versions and releases of Broadcom Software that Broadcom has not designated as End of Service ("EOS") or End of Life ("EOL").

Maintenance for one license entitlement cannot be used for a different license entitlement. If a customer applies any patches, enhancements, fixes, upgrades or tools to an unsupported license entitlement, it constitutes an infringement of Broadcom's intellectual property rights and a material breach of contract.

Maintenance cannot be purchased for less than a 12-month term. For clarity purposes, this Maintenance purchase requirement also applies to any such purchase in which Maintenance is included in the Broadcom Software license subscription.

2.1.1.2 Broadcom Supplied Hardware

Broadcom’s entry-level hardware Support provides a comprehensive set of support options designed to meet customer hardware needs. All options (**Standard**, **Standard Plus**, **Advanced**, **Premium Plus,** and **Software Support**) include the following:

- 24x7 technical support either by phone and online
- Online resources (Customer Support Portal)
- Major, minor and maintenance releases of operating system software
- Hardware replacement services per the purchased hardware Support option:
  - **Standard:** Return to factory (RTF)
  - **Standard Plus:** Same day shipment (SDS)
  - **Advanced:** Next business day delivery (NBD)
  - **Onsite Advanced:** Next business day delivery with onsite technician (NBD Onsite)

- **Premium Plus:** 4 hour arrival, 7 days a week (24x7x4hrs)
- **Onsite Premium Plus:** 4 hour arrival, 7 days a week with onsite technician (24x7x4hrs Onsite) A corresponding hardware support option must be ordered at time of product purchase. Hardware support options can be purchased using the desired service level SKU. Onsite support is not available for all locations; the request will be evaluated at purchase to confirm if the installed location has the onsite support option available.

Broadcom requires that Broadcom sourced equipment of the same product type located at a customer site, and operating under the same operational requirements, (for example, equipment in production, equipment in a lab/test environment, and so on), is covered under the same hardware support level. The level of support being renewed must match the original support contracted. Where Broadcom is supplying or has supplied an integrated solution combining Broadcom sourced hardware and Broadcom software, if either the hardware component or the software component is the subject of a Broadcom support offering then the other component must also be the subject of the appropriate level support offering.

For equipment where the hardware support level already in place at a customer site is not offered as an available option, the available support option closest to the level already under contract must be chosen. All hardware support options are not available for all equipment. Refer to the Hardware Support: Option Availability by Product document. Broadcom will only provide support for hardware product(s) under a hardware support contract as identified by the serial number.

2.1.2 Partner Support

For certain Broadcom Offerings, customers may have obtained Broadcom Maintenance from Broadcom authorized partners and not directly from Broadcom. The Broadcom partner programs allows some partners with an existing technical support infrastructure and service business model to team up with Broadcom's Global Support Centers (GSCs) to offer technical support to end user customers. Such support providers must be certified by Broadcom, and are expected to invest in the necessary tools, training and certifications.

2.2 Essential Support Terms and Conditions

The following terms and conditions apply for Essential Support.

2.2.1 Customer Obligations

Eligibility: To remain eligible for Essential Support, you must (i) have a current active Maintenance, (ii) be using a currently supported version of the Broadcom Offering, and (iii) install the Broadcom Offering in a supported configuration in accordance with the Broadcom supplied Offering documentation. Broadcom cannot provide Essential Support if you do not notify Broadcom of a problem during the Maintenance term.

Communications: You agree to receive communications from Broadcom via email, telephone, and other formats, regarding Essential Support (such as communications concerning support coverage, errors or other technical issues, availability of new releases of the Broadcom service Offering or components related to the Broadcom Offering, release notes, recommendations and training options).

Technical Data: You shall provide reasonable assistance to Broadcom when receiving Essential Support, which may include providing data from the solution, or such other information as may be reasonably required by Broadcom to provide Essential Support.

Technical Contacts: Your technical contacts must be knowledgeable about the product and your environment, in order to work with Broadcom to analyze and work on support cases. If after reasonable efforts, your technical contacts are unable to diagnose or resolve the errors, they may contact Broadcom for technical support via phone or web. Your technical contacts are responsible for engaging Broadcom and monitoring the resolution of all support requests and escalated support cases.

Supported Configuration: The supported configuration for Broadcom Offerings are the operating systems, hardware platforms, software solutions and applications, firmware levels, databases, devices, device drivers, and Broadcom custom-developed scripts and other configuration elements, as specified in your Documentation. Broadcom's provision of Support is subject to Customer operating the Broadcom Offering only within the supported configuration unless a variation to the supported configuration is expressly approved by Broadcom in writing.

Data and Recovery: With regard to on premise offerings, you are solely responsible for management of your data back-up, data recovery, and disaster recovery measures. Broadcom will not be responsible or held liable for your internal processes and procedures to ensure the protection, loss, confidentiality, or security of your data or information. You will maintain an unmodified copy of all Broadcom Software and all related documentation, archival files and configuration files necessary to reinstall, reconfigure, or reconstruct any lost, altered or damaged solution. Broadcom and its authorized service representatives will not be liable for any claims and liabilities relating to or arising from a failure of a customer to comply with these requirements.

2.2.2 General Inclusions

Essential Support includes:

- Chat, telephone and online access to technical support, where available*,
- Ability to submit new incidents 24x7x365,
- 24x7x365 continuous support for Severity 1 incidents,
- 24x7x365 access to the Customer Support Portal, and
- Interactive remote diagnostic support.

* Subject to compliance with local legal requirements, and as permitted, telephone calls may be monitored and used by Broadcom for training purposes.

Broadcom provides Essential Support to address problems where an offering does not substantially conform to its documentation when used in accordance with its documentation and in a supported configuration. Broadcom reserves the right to decide how a resolution may be delivered and in what time frame. If you report a problem and demonstrate a non-conformance with the offering documentation that can be duplicated by Broadcom and that is not addressed by a software update, Broadcom will aim to resolve such non-conformance. Such resolution may include a workaround or other temporary or permanent fix. In some cases, a workaround is the final resolution. Broadcom does not represent or warrant that all non-conformities of the offering will be corrected. Broadcom reserves the right to incorporate any resolutions provided to you into future versions of the offering, in its sole discretion.

Broadcom shall make available from time to time through the Customer Support Portal, at no charge to you, documentation and other resources as Broadcom determines, as well as succeeding revisions designed to enable you to install, maintain and operate the offering, as made generally available and provided by Broadcom. You will receive access to Broadcom's knowledge base on the Customer Support Portal to enable you to perform technical self-service for commonly known problems and fixes to correct such problems. The knowledge base may include technical bulletins, management tools and such other information as Broadcom provides from time to time, in its sole discretion.

All Essential Support will be provided in accordance with the processes set forth on the Customer Support Portal, including without limitation, the valid submission of cases, priority rules, information and assistance required, escalation paths, workarounds, and such other processes and information as Broadcom requires to perform the Essential Support. Please note that each problem must be represented by a unique support case.

Broadcom is not responsible for any delay or inability to provide Essential Support due to delays you cause or which are caused by network, system or telephone line problems, or by outages, including, but not limited to, power failure or surge, unsuitable physical or operating environment, improper maintenance by you or others, or failure caused by components or technology that Broadcom did not supply, or denials of service or any events outside of Broadcom's reasonable control.

2.2.3 Support Exclusions

The scope of the Essential Support is expressly included in this Handbook. Any other support is deemed excluded. Without limiting the foregoing, you shall not receive Essential Support:

- For execution of product upgrades, installation, configuration, or implementation of any Broadcom products.
- For offerings not purchased through Broadcom or an authorized partner.
- For offerings maintained or repaired by anyone other than Broadcom personnel or Broadcom authorized representatives.
- For a problem if you failed to notify Broadcom of the problem during the maintenance term.
- For any third-party products not provided by Broadcom, including but not limited to, installation, configuration and maintenance of third-party products and interoperability of Broadcom offerings with third-party applications, or other services.
- To the extent you obtained non-Broadcom technical support through a third party provider.
- Which in the reasonable opinion of Broadcom is necessitated because the offering: (i) has been subject to deliberate act, accident, neglect or misuse, modification, improper programming, power failure or surge, unsuitable physical or operation environment or other than normal use or causes; (ii) utilizes workarounds, components or technology not provided by Broadcom; (iii) is used in a configuration which does not support such offering; or in an environment that is not approved for use with the offering, or in which Broadcom has not verified that the offering will operate; or where the offering has been tested and is known not to work, or work with limited functionality; or (iv) has not been used and maintained in accordance with the documentation, or deviates from any recommended or required operating procedures.
- In the form of solution training, security solutions enablement, security advisory, managed security or implementation services or the like, and which are available for separate purchase; unless Broadcom deems such work to be necessary to resolve a specific case.

2.2.4 Essential Support Delivery

Methods of support delivery are described in the following sections.

2.2.4.1 Technical Inquiries

24x7 continuous support is available for eligible customers for severity 1 problems only. Lower severity issues are addressed during normal business hours.

2.2.4.2 Non-Technical Inquiries

Customers may phone Broadcom during regional business hours or log a non-technical case 24x7 through the Customer Support Portal.

2.2.4.3 How to Report a Problem

- Severity 1 problems may be logged by chat, telephone, or the Customer Support Portal, where available.
- Severity 2, 3, and 4 problems can be logged through the Customer Support Portal.

2.2.4.4 Support Response Times

While problems of all severities may be logged on a 24x7 basis, case-handling priority is given to severity 1 problems. Lower ranked severities are addressed within regional business hours. Depending on the time of the day a problem is logged therefore, a response may not be provided until the next regional business day.

Problem Severity	Severity Level Definitions	Initial Call Service Level Objective
Severity 1	A problem has occurred where no workaround is immediately available in one of the following situations: (i) your production server or other mission-critical system is down or has had a substantial loss of service; or (ii) a substantial portion of your mission-critical data is at a significant risk of loss or corruption.	30 minutes
Severity 2	A problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	2 business hours
Severity 3	A problem has occurred with a limited adverse effect on your business operations.	4 business hours
Severity 4	A problem where your business operations have not been adversely affected.	8 business hours

2.2.4.4.1 Assigning Severity Levels

As a designated contact, you are responsible for determining the initial severity level of each problem you log with us. The severity level reflects your assessment of the potential adverse impact to your business and needs to match the definitions described above.

If we determine that the severity level assigned to your case does not align with our definitions, we will re-categorize it to reflect those definitions. As your case progresses, the seriousness of your problem may change and may no longer match the initial severity level you assigned. In such cases, we will also reclassify your case, to reflect our definitions, and will handle your case in accordance with the corrected severity level.

2.2.4.4.2 Continuous Efforts

Eligible customers may request that Broadcom provides “continuous efforts” to work on a severity 1 case. Continuous efforts means that our technical support personnel will provide uninterrupted efforts 24 hours a day including weekends and holidays to address a severity 1 case.

If you request continuous efforts, our ability to provide such continuous efforts will depend on the availability of your designated contact to continue problem resolution. If you do not request continuous efforts, or if your designated contact is not available to help us, work on your case will stop at the end of your regional business hours and resume at the start of the next business day for your region. Continuous efforts will generally be performed in English outside of regional business hours regardless of any specific local language support which may have occurred.

NOTE: Our initial efforts will focus on making your Broadcom Offering operational, and there may be temporary degradation in performance while we continue to work to address your problem. Continuous efforts apply to severity 1 problems only.

2.2.5 Case Handling

If you identify a problem with your offering, you should contact us through the Customer Support Portal, chat, or phone where available (Severity 1 cases only) to open a technical support case as described in Section 2.2.4, Essential Support Delivery above. Once verified as eligible for technical support, you will need to provide us with all relevant diagnostic information that we may require to replicate or address your problem—such as product or system information, log files, configuration information, error messages, and details about your releases or software version upgrades installed.

You will need to initiate a separate case for each problem, and we will assign a unique case identification number (case number) to each case in our global tracking system.

2.2.5.1 Opening a Case

When you wish to open a case, you are required to provide your Broadcom support ID or serial number. One of our technical support engineers ("TSE") will prompt you for additional information about the problem you are reporting. Broadcom uses this information to categorize your case and route it to the appropriate support staff to address the problem.

Your case will be logged in our technical services case tracking system, at the severity level indicated by you and you will be provided a case number. You will need to use this case number in all future interactions with us about that case.

2.2.5.2 Information Required

- Provide us with the following information when reporting a problem and ensure you have direct access to the systems you need us to troubleshoot:
  - Your identity
  - Your Broadcom support ID (the unique set of letters or numbers assigned at the time of purchase)
  - Company name, contact information, and location
  - Confirmation that you are a designated contact for the Broadcom product in question
  - Name, email address, phone and extension, or pager number
  - A concise summary of the problem you are experiencing:
    - Product information
    - System type and operating system/version
    - Software or hardware serial numbers
    - Network and RDBMS platform
    - System configuration
    - Software revision levels
    - Node ID/Host ID (if applicable)
  - Event and process Information:
    - Logs
    - Traces
    - Screen dumps
  - Severity level: See Section 2.2.4.4.1, Assigning Severity Levels and assign a severity level for your problem.
- Through the Customer Support Portal (Severity 2, 3, 4 problems): When you log a case through the Customer Support Portal, you will need to follow this basic three step workflow:
  - Select a product
  - Provide details
  - Submit the case

2.2.5.3 Monitoring and Updating a Case

The TSE managing your case will update you on your case's status and maintain a current plan of action. You are able to monitor the status of the case and interact with the assigned TSE through the Customer Support Portal.

If you need to contact technical support regarding an open case, you will need to provide your case number. You may also update your open support case or raise a case concern through Customer Support Portal.

2.2.5.4 Case Closure

We will close a case under the following circumstances:

1. We have provided a solution that addresses your problem
2. You have told us that you no longer need us to work on the problem
3. We both agree to close the case
4. We have repeatedly tried to contact you about your problem and you do not respond
5. We make a good faith determination that the problem is likely not resolvable even with the investment of reasonable time and resources
6. We determine that your product is operating materially in accordance with its documentation.
7. We have explained that we may consider addressing your problem in a future release
8. We feel the problem is not caused by the Broadcom Offering
9. A workaround mitigates the problem

If you still need assistance on the same problem after we have closed a case, you may open a new case, which we will cross-reference with your original case.

2.2.6 Support Resources

Broadcom offers extensive support resources.

2.2.6.1 Self-Service Options

- Customer Support Portal: Your online resource for all Broadcom Software technical support-related needs and non-technical inquiries. First-time users will need to create an account. Once logged on you can search our technical support knowledge base, or create, submit, track, manage, and close technical support cases. Learn how to log a support case.
- Knowledge Base: Use Broadcom AI/Chatbot and search our technical support knowledge base to find solutions and perform self-help.
- Documentation: Access product documentation including user guides, release notes, and technical briefs.

2.2.6.2 Communities Forum

Broadcom Connect Community: Use the Broadcom community forum on a 24x7x365 basis, to meet other customers to collaborate, learn and share best practices, network, and stay up to date on the latest Broadcom Offerings. By joining a group in the Broadcom community, you have the ability to engage in online conversations with users and stay up to date on current news and events.

2.2.6.3 Diagnostic Tools

Symantec Diagnostic tool (SymDiag): SymDiag is a multi-product, multi-language diagnostic, and security analysis utility. SymDiag is designed to provide self-help support for Symantec software technical issues, zero-day threat analysis, best practice recommendations, and proactive services to customers. If further assistance is needed, SymDiag lowers customer effort and increases support efficiency by providing automated data gathering and support case submission.

VMware Skyline: VMware Skyline health and diagnostics tool that can be proactively used to identify potential issues.

2.2.6.4 Subscriptions

- Notifications: Broadcom support alerts are subscription-based, allowing customers to subscribe and unsubscribe at any time to bulletins about any Broadcom Offering. Available alerts generally include the following but may vary from product to product:
  - Hot fixes
  - Maintenance packs
  - Major and minor releases
  - New products
  - General support topics: A notification is sent for general topics such as version support policies for products, the introduction of new services, and changes to existing services.
- Broadcom Service Status: Subscribe to incident and maintenance notices for your Broadcom cloud service.

2.2.6.5 Language Cover

Broadcom provides Maintenance in English. We will use commercially reasonable efforts to provide non-English language support during regional business hours, subject to our having available resources. For more information, refer to the list of global contact numbers.

2.3 End-of-Service and End-of-Life Policy

End of Service (EOS) refers to the discontinuation of a version of a Broadcom Offering while End of Life (EOL) refers to the discontinuation of a Broadcom Offering.

Broadcom may, at its sole discretion, decide to retire any Broadcom Offering from time to time. Broadcom has no obligation to provide Support for any Broadcom Offering (or a version thereof) after the published date for the EOL or EOS.

Broadcom declares EOS and EOL when it determines that it will no longer:

- Sell or renew the offering,
- Provide operational or technical support, or
- Develop and provide new enhancements, features, upgrades, security patches, service packs, and fixes for the offering, including:
  - A version or release of the offering.
  - A particular operating system, platform, application, or database for the designated offering.

When a Broadcom Offering has been designated as EOS or EOL, the published service and security packs and fixes will continue to be available as part of self-service support for the duration of your remaining active Maintenance term.

Broadcom will make reasonable efforts to provide you with a minimum of a twelve (12) month notice prior to the EOS or EOL date of a Broadcom Offering or a specific version or release. These notifications may be made via Support.Broadcom.com product lifecycle page updates, or by product notifications. As available, notifications of a Broadcom Offering's status may include upgrade path information. When organizations are running Broadcom Offerings that are subject to an EOS or EOL notice, Broadcom strongly encourages these customers to upgrade to a generally available (GA) version or release, on or prior to the EOS or EOL date. EOL notifications may include information regarding options for migrating to an alternative or replacement Broadcom Offering, if such options are available. An alternate or replacement Broadcom Offering may provide similar or, in some cases, enhanced functionality.

2.4 Stabilization

Stabilization refers to the process of ending new enhancements, versions, releases, development, or service packs, but other operational and technical support features remain in effect. The features and functionality of a stabilized offering are frozen at the current version or release level.

Customers will receive notification when a Broadcom Offering becomes stabilized. These notifications may be made via Support.Broadcom.com product lifecycle page updates, or by product notifications. The notification may also include information regarding options for migrating to an alternate or replacement Broadcom Offering, if such options are available. An alternate or replacement Broadcom Offering may provide similar or, in some cases, enhanced functionality.

2.5 Hardware Support Requirements and Restrictions

The following hardware support is only applicable to hardware supplied either directly or indirectly by Broadcom's Infrastructure Software Group. Subject to Broadcom support terms, Broadcom will provide technical support for hardware offerings under current Maintenance at the service level purchased. Broadcom only provides support for hardware purchased through an official Broadcom channel. Broadcom will not provide support nor make any support contracts available for any equipment purchased through a distribution channel not authorized by Broadcom. Broadcom provides a limited, non-transferable warranty for its hardware products. Broadcom may, in its sole discretion, provide you with diagnostic documentation, spare parts, tools, test equipment, and other material used in performing technical support. All such items remain the sole and exclusive property of Broadcom. Broadcom grants no license, title, or interest in or to such items. You must immediately return such items to Broadcom upon request or, at Broadcom's option, grant immediate access to and facilitate Broadcom's recovery of such items.

2.5.1 Same Service Level Required

Hardware of the same type located at an installed location must be covered by the same service level. You must have both the chassis and all associated components covered under the same maintenance option.

2.5.2 Same Maintenance Term

If hardware is running a subscription of certain Broadcom Software, then the maintenance term for the hardware must be for the same dates as the Maintenance term for the Broadcom Software.

2.5.3 Software Updates

You may only upload Broadcom Software updates onto hardware if you have current Maintenance for the hardware at the time of installation of the Broadcom Software updates.

2.5.4 Hardware Inspection

Upon prior notice, Broadcom may conduct an onsite, physical, certification inspection before the start of any technical support delivery, under these support terms, to determine whether the hardware is in good operating condition when: (i) Maintenance has lapsed for six (6) months or more and you request to reinstate Maintenance for the hardware, or (ii) you did not purchase Maintenance when you licensed or purchased the hardware and more than twelve (12) months have lapsed. If Broadcom determines after such inspection that the hardware needs repair due to your failure to adequately maintain the hardware, Broadcom will work with your selected reseller to provide you with an estimate for repair. An inspection certification charge will be applied and invoiced by the reseller at Broadcom's then-current rate for consulting services, and travel and other expenses will be additional. Any costs associated with the hardware inspection are non-refundable.

2.5.5 Site and Service Level Validation Approval

Certain Maintenance options may not be available at certain installed locations; and service level options may vary between locations or by hardware type. To confirm that Broadcom can provide the Maintenance options and service levels at the applicable installed location, a review by Broadcom to determine Broadcom's ability to meet hardware delivery times at your location for the hardware and applicable service level ("Site Validation Approval") may be required if not already pre-approved by Broadcom prior to the acceptance of a Maintenance order or a case. All service level commitments that include guaranteed expedited delivery times must be approved by Broadcom prior to entering into a contract for such service level options.

2.5.6 Installed Location Address Change

You must notify Broadcom in writing of any physical moves of hardware to a new location no less than ten (10) days in advance of the move. You must ensure Broadcom has accurate installed location address information for hardware covered by Maintenance. Each change in hardware locations may require a new Site Validation Approval and may result in modifications to the service level available. Failure to provide accurate installed location(s) information may result in additional charges to provide Maintenance and delayed delivery times.

2.5.7 Hardware Replacement

Defective hardware will be replaced according to the terms of Broadcom's hardware warranty and/or your Broadcom Offering's Maintenance service level, as applicable. All defective hardware and parts replaced by Broadcom will become the property of Broadcom.

2.5.8 Hardware Returns

You are responsible for hardware returns according to Broadcom's Return Merchandise Authorization (RMA) policy and process located at https:// support.broadcom.com/external/content/release-announcements/CA-Support-Policies/6933. Broadcom reserves the right to charge you for any defective hardware that is not received at Broadcom's specified return location within ten (10) business days of your receipt of the replacement hardware. If crossing international borders, proof of shipment is sufficient for proof of return. Your failure to return hardware promptly under these support terms will result in the suspension of Maintenance by Broadcom. Any suspension, for any reason, will not extend the Maintenance term. Prior to returning any hardware to Broadcom, you must completely erase all of your confidential or privacy related information from any storage media. Notwithstanding anything to the contrary, you shall indemnify and hold Broadcom harmless from any claim, loss, cost, expense, demand, or damage, including reasonable attorneys' fees, arising from your non-compliance with this provision.

2.6 Access to Maintenance Benefits

Customers must have current active Maintenance in order to access maintenance or support benefits including content updates, software version upgrades and technical support, both by phone and online; and in the case of hardware,

hardware replacement/ repair, and operating system upgrades.

If renewal is not completed prior to expiration of the Maintenance term, customers have no further entitlement to, and may not access any maintenance or support deliverables beyond the expiration date of the Maintenance or term.

Customers are reminded that use of Broadcom Offerings is pursuant to an executed agreement or if no executed agreement, then the end user agreement published at www.broadcom.com/company/legal/licensing.

View related **policies** and **maintenance** documentation at support.broadcom.com.

Chapter 3: Additional Terms

3.1 Confidential Information

“Confidential Information” also includes any information, maintained in confidence by the disclosing party, communicated in written or oral form, marked as proprietary, confidential, or otherwise so identified, or any information that by its form, nature, content, or mode of transmission would be deemed confidential or proprietary to a reasonable recipient, including, without limitation, Broadcom Offerings, Documentation, the Agreement, Transaction Documents, Broadcom provided pricing, and any benchmarking data or results. Broadcom or a customer may use the other party’s Confidential Information solely for the purpose of performing Maintenance and related activities described in this Handbook. The parties are bound by the confidentiality obligations of the agreement under which the customer is receiving the applicable Maintenance.

3.2 Export Regulations

Customer acknowledges that the Maintenance is subject to import and export laws and regulation, including without limitation in the specific case of the U.S. the Export Administration Regulations, rules regulated by Office of Foreign Assets Control, and agrees to comply with all applicable import and export laws and regulations. Customer agrees that the Maintenance will not be exported, re-exported, resold or transferred in violation of export control laws or (unless expressly permitted by the Agreement) used for any purpose connected with chemical, biological or nuclear weapons or missile applications, if customer has knowledge or reason to know that the Broadcom Offering(s) (including the Maintenance) are intended or likely to be used for such purpose.

3.3 Miscellaneous Terms

Broadcom reserves the right and the customer consents to Broadcom’s use of subcontractors to provide the Maintenance and any Broadcom Maintenance Offerings. Broadcom reserves the right to modify, amend or withdraw any of its technical support and vary this Handbook from time to time and without notice prior to the end of the then-current Maintenance term, whether located in the Customer Support Portal or within a contract/order, provided that such change shall not materially diminish the scope of technical support under the then-current Maintenance terms. The section headings in this Handbook are for convenience only and shall in no way affect interpretation of any of terms in this Handbook or the Agreement.

Revision History

Maint-HB-RM111; Jun 8, 2026

- General format and definition updates
- Support Configuration
- Knowledge Base
- Diagnostic Tools
- End of Service and End of Life
- Confidential Information
- Export Regulations

Maint-HB-RM110; Sept 22, 2025

- Advanced Support
- Processing Personal Data

Maint-HB-RM109; Jul 11, 2025

- Extended Support
- Advanced Support

Maint-HB-RM108; Aug 27, 2024

- Broadcom Supplied Hardware
- Extended Support
- General Terms

Maint-HB-RM107; May 5, 2024

- General Terms
- General Inclusions
- Support Response Times
- Advanced Support

Maint-HB-RM106; July 7, 2021

- Template updates.

Maint-HB-RM105; April 26, 2021

- Designated Support Engineer Offering

Maint-HB-RM104; March 5, 2021

- Advanced Support

Maint-HB-RM103; October 30, 2020

- Not in Scope
- Software Products (Perpetually Licensed and Subscription)

- General Support
- Essential Support Delivery
- Case Handling
- Advanced Support

Maint-HB-RM102; August 24, 2020

- Stabilization

Maint-HB-RM101; July 22, 2020

- Hardware Support Requirements and Restrictions
- Hardware Returns

Maint-HB-RM100; July 2, 2020

- Initial document release


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