PRODUCT BRIEF

Support Offering
Broadcom® Software Extended Support

KEY BENEFITS

- **Flexibility:** Broadcom Software Extended Support gives you an extra period of support when you need more time to upgrade to the latest release, transition to a new Broadcom product, or when business requirements limit changes to your environment.

- **Proven experience:** With uninterrupted access to our experienced technical staff and online knowledge base, you maintain your connection to trusted advice.

- **Compliance support:** Broadcom Software Extended Support addresses your compliance requirements by providing continued support for your key business systems.

KEY FEATURES

- Direct access to technical support personnel, both online and by telephone.

- Telephone support for Severity 1 issues, 24 hours a day, seven days a week.

- Workarounds, if possible, for issues without a published fix.

At a Glance

Broadcom offers the Broadcom® Software Extended Support program. For any number of reasons, your organization might need to stay on versions of Broadcom software products that reach end of service (EOS) or end of life (EOL). Broadcom Software Extended Support gives your organization the flexibility to continue to use these products and still receive the support you need. As a result, Broadcom Software Extended Support enables you to upgrade to newer versions on a timetable that makes the most sense for your business.

Support that Serves Your Business Needs

The Broadcom Software Extended Support program is often available once a Broadcom product reaches the EOS or EOL stages of the software lifecycle.

A product release is EOS when no future development or maintenance is provided for a specific release of a product. The product continues to be supported at a more current release level.

A product is EOL when no future development or maintenance is provided for any release of a product.

Broadcom Software Maintenance

When you partner with us, you gain the benefits of being backed by a world-class support organization that is dedicated to making each one of our customers successful.

Broadcom Software Maintenance gives you the resources you need to deploy Broadcom software products and succeed with them over the long term. Beyond just enabling you to submit tickets, Broadcom Software Maintenance helps to ensure that you make the most of your investment in Broadcom solutions, offering direct access to our expert engineering team, premium self-service resources, and streamlined upgrades.

Should your organization be running software that reaches EOS or EOL, your organization would only be entitled to self-service support mechanisms (provided that your organization maintains an active Broadcom Software Maintenance license). For EOS or EOL products, we provide you with two options:

- First, as long as you keep your Broadcom Software Maintenance license current, you can continue to access our extensive self-service support resources, including knowledge-base articles, published solutions, and upgrades.

- Second, should Broadcom make it available, you can purchase the Broadcom Software Extended Support program, which enables you to continue to receive assisted support.

Extended Support

Related Offerings

Interested in additional levels of support from Broadcom? We also offer the following programs:

- **Broadcom Designated Support Engineer program:** Enhance your product support with personalized service. You get a designated support engineer who knows you, understands your environment, and is directly accessible.

- **Broadcom Resident program:** Embed Broadcom solution experts to provide support advice, proactive planning, and risk management alongside your teams.