# DX SaaS
# SaaS Listing

## INTRODUCTION.

The DX SaaS solution ("DX SaaS") encompasses the following functional areas:

- End User Monitoring (Erstwhile App Experience Analytics)
- Application Performance Management
- Synthetic Monitoring (Erstwhile App Synthetic Monitor)
- Infrastructure Monitoring
- Intelligence Platform (Operational Intelligence)

This document provides standards and features that apply to DX SaaS provided to the Customer and defines the parameters for the offering that pertain to the following:

- Definitions
- Billing metric
- Raw data retention
- Data location information
- Service level availability (SLA) targets and measurement
- Service level credits
- Data backup
- Data export
- Generative AI

DX SaaS 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 Customer and the Broadcom entity ("Broadcom") through which Customer obtained a license for DX SaaS. These terms shall be effective from the effective date of such Transaction Document. Capitalized terms have the meanings ascribed to them herein, or, otherwise, in the Agreement.

## 1. DEFINITIONS.

"Device" is a unit described in this section for data sources administered, managed, monitored, or controlled by DX SaaS as specified in the Documentation.

“APM Application Agent Device” is a type of Device which is described in the Application Performance Management Functionality below.

“Infrastructure Device” is a type of Device that either does not fit in the Application Performance Management Functionality or is further described under Infrastructure Monitor functionality. Infrastructure devices are collected through APM Application Agent Device entitlement credits or dedicated licensing.

## 2. BILLING METRIC.

DX SaaS is licensed by the number of Devices, which are counted monthly based on the functional area and technology being monitored. There is no month-to-month rollover of unused Devices. The calculation with respect to the number of Devices consumed is as follows:

**Application Performance Management Functionality (Application Agents)**
Device calculation:

| Application | Monitored Entity | Monitored Entity Count | Device count |
|---|---|---|---|
| Java applications | Instance of monitored JVM (Java Virtual Machine) using standard Java agents | 1 | 4 |
| Java applications | Instance of monitored JVM (Java Virtual Machine) using Containerized Services Agent mode or eBPF agent | 1 | 2 |
| .NET and .NET core applications | OS instance running a monitored .NET application or CLR (Common Language Runtime) | 1 | 4 |
| PHP applications | instance of the PHP probe agent | 1 | 2 |
| NodeJS and OpenSource tracing tool monitoring applications | Monitored application process | 1 | 0.4 |
| Python applications | OS instance running a monitored Python application | 1 | 4 |
| C++ and GoSDK metrics | Calling the SDK directly | | No devices as long as usage for any of the above agents is greater than 0 |

Entitlement:

- For every APM Application Agent Device licensed above, customers are entitled to an equal number of Infrastructure Device licenses which may be used towards the “Infrastructure Monitoring Functionality” listed below or any Infrastructure Device.
- Direct platform API ingestion of metric data cannot count towards entitled Infrastructure devices and requires additional Device licenses.

**Infrastructure Monitor Functionality**
This section excludes Data ingested into DX SaaS by APM Application Agents described above.

The following Device license description governs API ingestion of metric data:

| Infrastructure | Monitored Entity | Monitored Entity Count | Device count | Note |
|---|---|---|---|---|
| Physical Server | operating system (“OS”) or server | 1 | 1 | Host server, web server, file servers and the like are considered as servers. |
| Virtual Server (Like VMware VM, Nutanix VM) | VM or server or OS | 1 | 1 | |
| Virtualization controlling entity (Like VMWare, Nutanix ...) | ESXi host, Controller VM | 1 | 1 | |
| Infrastructure response | Stations that response time tests are run FROM | 1 | 0.4 | |
| Storage | TeraBytes | 5 | 1 | |
| Network or Pingable Devices (SNMP) | Devices | 10 | 1 | |
| Oracle E-business Suite | node | 1 | 1 | |
| Database (Like MySQL, DB2, Oracle, PostgresSQL, SAP Hana Instance, SQL Server...) | DB instance | 1 | 1 | Includes DB tracing for supported platforms |
| Container | Pods | 8 | 1 | |
| Public Cloud Resources (AWS EC2, Google Compute, Azure VM) | EC2 or Compute or VM | 1 | 1 | |
| Public Cloud DB service | DB Service instances (RDS, Cloud SQL, SQL Database) | 1 | 1 | |
| Public Cloud Services | Volume of metric ingested for Cloud service (other than Compute or database services) or not ingested thru Streaming nor thru Open Telemetry pipeline | 1250 | 1 | |
| Any infrastructure unless listed explicitly above | metric volume | 1250 | 1 | SAP, Big Data and the likes |

**End User Monitoring Functionality (previously App Experience Analytics)**
Device calculations for user experience monitoring for mobile and browser:

| User | Monitored Entity | Monitored Entity Count | Device count |
|---|---|---|---|
| Consumer | EUMAUs | 625 | 1 |

| | | | |
|---|---|---|---|
| Business | EUMAUs | 38 | 1 |

**Synthetic Monitor Functionality**
Device calculations for synthetic monitoring:

| Synthetic Monitors | Monitored Entity | Monitored Entity Count | Device count |
|---|---|---|---|
| Basic monitor 10-minute frequency or more than 10 minute frequencies | Basic monitor | 1 | 0.2 |
| Basic monitor 5-minute frequency | Basic monitor | 1 | 0.4 |
| Basic monitor 1-minute frequency | Basic monitor | 1 | 2 |
| Advanced monitor for 15-minute frequency | Advanced monitor | 1 | 0.5 |
| Advanced monitor for 5-minute frequency | Advanced monitor | 1 | 2 |
| Real browser monitor 5-minute frequency | Real browser monitor | 1 | 2 |
| On-premise real browser monitor | On-premise real browser monitor | 1 | 0.5 |

**Intelligence Platform (previously Operational Intelligence and platform functionality)**
Device counts are determined by the data ingestion source and need to be explicitly licensed when used with Operational Intelligence capabilities:

| Ingestion Source | Monitored Entity | Count | Device count |
|---|---|---|---|
| DX APM | APM monitored | 1 | 0.5 |
| DX UIM | DX UIM monitored | 1 | 0.5 |
| DX Netops | DX Netops monitored | 1 | 0.25 |
| 3rd party monitoring source | a host, a device, a node, an application, a server or a computer system | 1 | 1 |
| 3rd party monitoring source | Application agent | 1 | 4 |
| Logs | | 1Gb/day | 1 |
| Direct metric ingestion from 3rd part monitoring source | | 1250 metrics | 1 |

**Additional Billing Definitions**

“Device” means each physical or virtual electronic machine or other data source administered, managed, monitored or controlled by DX SaaS as specified in the Documentation. Examples of these components include but are not limited to:

individual virtual or physical servers, storage, network devices and any applications or services that run on them, inside or outside the Customer's premise; uniform resource locators, cloud services, and other data sources capable of being monitored or from which performance data is collected; and components that use an Internet Protocol ("IP") address, such as IP and hybrid telephony devices, routers, appliances, hubs, and single-flow interfaces.

"Terabyte" (TB) means a unit of computer memory or data storage capacity equal to 1,024 Gigabytes (GB).

"Consumer End User Monthly Active Users" are the number of End User Monthly Active Users ("EUMAU") accessing Consumer Applications at least once in a given calendar month.

"Business End User Monthly Active Users" are the number of EUMAU accessing Business Applications at least once in a given calendar month.

"Business Applications" are internal employee-facing or business-to-business (B2B) applications.

"Consumer Applications" are marketing and business-to-consumer (B2C) applications.

For the avoidance of doubt, if an internal employee utilizes both internal-facing business applications and external consumer applications, their activity counts against both license counts.

**EUMAU**

**Out of the Box EUMAU**

In the initial configuration, or "out of the box" configuration, the number of EUMAU is counted based on the data available without application modification. Therefore, the EUMAU license count is simply a count of the number of unique mobile devices accessing applications monitored by App Experience Analytics plus the number of unique browsers monitored by App Experience Analytics.

Unique monitored mobile devices that invoke one (1) monitored native mobile application one (1) time in a month count as one (1) EUMAU. Unique monitored browsers that invoke a Single Page Application (SPA) OR more than two (2) full page views as monitored by App Experience Analytics in a given calendar month count as one (1) EUMAU.

- If a uniquely identified browser invokes less than three (3) full page accesses of non-SPA applications in a given calendar month, it does not consume an EUMAU license and that browser's activity does not count against the total browser page view limitations (SaaS only limitation).
- For SaaS delivery, the browser license count is subject to a total page view pool limitation. Each licensed EUMAU adds 300 page views to the allowable pool of monthly page views. If the monitored page view count exceeds the allowable pool, additional EUMAU licenses must be secured to increase the pool size.

**EUMAU with Application Customization**

With optional application configurations, the required EUMAU license count will more accurately reflect the actual number of digital users consuming the applications monitored by App Experience Analytics.

These configurations are in the form of the App Experience Analytics native mobile and browser APIs to uniquely identify real individual users as understood by the Customer. Each end-user identified via App Experience Analytics APIs shall incur a single EUMAU count across all their mobile device and browser use. This real user license consolidation across all mobile devices is subject to a 20-different-native-applications-access cap in a given calendar month. Browser activity is still subject to a total page view pool limitation. Each licensed EUMAU adds 300 page views to the allowable pool of monthly page views. If the monitored page view count exceeds the allowable pool, additional EUMAU licenses must be secured to increase the pool size.

For the avoidance of doubt, licensing of all remaining non-identifiable (anonymous) activity reverts to the previously mentioned "out of the box" licensing count guidance.

**EUMAU Counting Examples**

Corporation XYZ has 1,000,000 unique browsers accessing consumer applications, 2 mobile consumer applications with 50,000 unique devices a month, 5,000 unique employee browsers accessing internal business applications, and 2 native mobile business applications each with 2,000 unique devices a month.

**Example 1**
Corporation XYZ decides not to do API work to identify real users.
EUMAU Licensing Count:
1,000,000 unique browsers 1,000,000 Consumer EUMAU
50,000 mobile app #1 + 50,000 Consumer EUMAU
50,000 mobile app #2 + 50,000 Consumer EUMAU
= 1,100,000 Consumer EUMAU

5,000 unique business browsers 5,000 Business EUMAU
2,000 mobile business app #1 + 2,000 Business EUMAU
2,000 mobile business app #2 + 2,000Business EUMAU
= 9,000 Business EUMAU

**Example 2**
Corporation XYZ incorporates API work to identify real users across all monitored components. On the consumer side, all identified mobile users also use the web application. However, 10% of mobile use is anonymous and cannot be tracked via APIs.
On the business side, Corporation XYZ has 5,000 real users accessing their business applications, and all native mobile application access is via a subset of these users.

EUMAU Licensing Count:
1,000,000 unique browsers 1,000,000 Consumer EUMAU
50,000 mobile app #1 + 5,000 Consumer EUMAU
50,000 mobile app #2 + 5,000 Consumer EUMAU
= 1,010,000 Consumer EUMAU

5,000 unique business users 5,000 Business EUMAU
2,000 mobile business app #1 + 0 Business EUMAU
2,000 mobile business app #2 + 0 Business EUMAU
= 5,000 Business EUMAU

# 3. RAW DATA RETENTION.

**App Experience Analytics Functionality**
Broadcom commits to the retention of 45 days of metric and session data. Data older than 45 days is subject to deletion as a maintenance function of the SaaS environment.

**Application Performance Management Functionality**
Broadcom commits to the retention of 400 days of time-series metric data at the following resolutions:

| From Day | To Day | Resolution |
|---|---|---|
| 0 | 7 | 15 seconds |

| | | |
|---|---|---|
| 8 | 23 | 60 seconds |
| 24 | 90 | 5 minutes |
| 91 | 400 | 15 minutes |

Time series metric data older than 400 days and transactional data older than 7 days are subject to deletion as a SaaS environment's maintenance function.

**Infrastructure Management Functionality**
Broadcom commits to the retention of 400 days of time-series metric data at the following resolutions:

| From Day | To Day | Resolution |
|---|---|---|
| 0 | 7 | 15 seconds |
| 8 | 23 | 60 seconds |
| 24 | 90 | 5 minutes |
| 91 | 400 | 15 minutes |

Time series metric data older than 400 days and transactional data older than 7 days are subject to deletion as a SaaS environment's maintenance function.

**Synthetic Monitor Functionality**
Broadcom commits to the retention of 400 days of time-series metric data at the following resolutions:

| From Day | To Day | Resolution |
|---|---|---|
| 0 | 7 | 15 seconds |
| 8 | 23 | 60 seconds |
| 24 | 90 | 5 minutes |
| 91 | 400 | 15 minutes |

Time series metric data older than 400 days and assets ( JTL files, HAR files, Screenshots, video data) older than 14 days are subject to deletion as a SaaS environment's maintenance function.

Standard metric data (ASM Classic tenants) is retained for 6 months. Standard metric data older than this is subject to deletion as a maintenance function of the SaaS environment.

**Intelligence Platform Functionality**
Broadcom commits to the retention of alarm data for 30 days. Log ingestion up to 1GB/day is retained for 10 days.
Broadcom commits to the retention of 400 days of time-series metric data at the following resolutions:

| From Day | To Day | Resolution |
|---|---|---|
| 0 | 7 | 15 seconds |

| | | |
|---|---|---|
| 8 | 23 | 60 seconds |
| 24 | 90 | 5 minutes |
| 91 | 400 | 15 minutes |

Default log data retention is 30 days.

Data older than this is subject to deletion as a maintenance function of the SaaS environment.

## 4. DATA EXPORT.

The monitoring data available per the data retention policy outlined above can be exported using the following product capabilities:

1. Exportable data using APIs in structured JSON format:
a. Services
b. Alarms
c. Logs
d. Metrics
e. Monitored inventory
f. User session events
g. Alarm configurations (alarm definitions, notification policies, templates, etc.)
h. Dashboards definitions

2. Exportable data using DX Dashboards as reports in csv or pdf format:
a. Services
b. Alarms
c. Metrics, including capacity projections
d. Logs
e. Monitored inventory
f. User session events

## 5. DATA LOCATION.

All data on deployed systems and in backups reside within the **United States of America or Europe** depending on the customer preference, with the exception that some data from App Synthetic Monitor will reside in the countries where points of presence, which are chosen by users, are located**.** Broadcom reserves the right to change the location of the data within the stated countries and will notify customers of any such changes.

## 6. SERVICE LEVEL AVAILABILITY.

Broadcom commits to the Service Level Availability as indicated in the table below for the SaaS offering production environments during the Subscription Term of the service. If the Service Level Availability committed decreases below the **Threshold for Service Availability Default** listed below, Customer may be entitled to take additional action as outlined in the SaaS Listing.

| Components / Capabilities | Target Service Level Availability | Threshold for "Service Availability Default" |
|---|---|---|

| | | |
|---|---|---|
| App Experience Analytics | 99.8% | 98.5% |
| Application Performance Management | 99.8% | 98.5% |
| App Synthetic Monitor | 99.8% | 99.5% |
| Operational Intelligence | 99.8% | 98.5% |

## 7. METHOD OF MEASURING SLA.

Broadcom measures Service Level Agreement targets as described below:

Broadcom runs test scripts using application monitoring tools on the Broadcom multi-tenant environment.

Test procedures are conducted approximately once every three to five (3-5) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service. Test procedure monitors the status page for service availability every 3-5 minutes.

**Planned outage time periods** are defined as downtime of the solution availability for periodic and required maintenance events where Broadcom provides notice to Customer.

## 8. SERVICE LEVEL CREDITS.

In the event of a service availability default as evidenced by the monthly SLA report of the production environment furnished to the Customer from Broadcom, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Customer must notify Broadcom within thirty (30) days from the date Customer becomes eligible to receive a service level credit. Failure to comply with this requirement will forfeit Customer eligibility to receive the service level credit. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to between Customer and Broadcom. This Service Level Credit policy states Customer's sole and exclusive remedy from Broadcom for any service availability default.

| Service Level credit for Availability Default |
|---|
| 3 days |

## 9. DATA BACKUP.

Broadcom commits to the following data backup and business continuity setup during the Subscription Term of the service:

All Customers of the SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours, including in the event of a primary data center disaster.

## 10. GENERATIVE AI.

DX SaaS may incorporate generative artificial intelligence (AI) technology to implement certain features. Features that use generative AI are typically identified in the DX SaaS interface or Documentation. AI-generated output may contain

errors and unexpected results. Customers must use caution when relying upon responses and validate all output before use.

Customer must not:

- Include any confidential data or Personal Data in its prompts.
- Use generative AI in DX SaaS to create content that is illegal, harmful, misleading, or violates third-party rights or privacy.
- Use generative AI in DX SaaS to make decisions that call for human judgment, including uses that may have health or safety consequences.

Customers must use generative AI features in DX SaaS solely as integrated within DX SaaS and only for purposes consistent with the intended functionality of the generative AI features. Broadcom makes no representations and provides no warranties about the completeness, reliability, or accuracy of AI-generated output.

DX SaaS may include optional generative AI features (“Optional AI Features”) that collect and analyze certain Customer data with Broadcom’s generative AI service provider Google and Google’s AI model (the “Model”). Customer data may include Personal Data where it is part of Customer’s DX Operational Observability environment information. Customer data is not retained by the Model and is not used to train the Model. By enabling these Optional AI Features, Customer agrees to the collection and analyzing of Customer data. The types of such Customer data are identified in the Documentation.

Broadcom collects and analyzes anonymized and aggregated user input to the AI-assisted help service and the generated output to improve the performance, accuracy, and quality of the AI-assisted help service.

For more information on the use of generative AI, consult the product documentation or contact technical support.