

1. **Overview**

Support for Open Mainframe Project Zowe will be provided in accordance with the terms, guidelines, details and parameters of Broadcom's standard support program which is documented in the "Broadcom® Software Broadcom Maintenance Policy Handbook" guide located at: <https://support.broadcom.com/external/content/release-announcements/CA-Support-Policies/6933> Unless otherwise defined, definitions are located in the "Broadcom® Software Broadcom Maintenance Policy Handbook" guide.

In addition to the above, this Enterprise Support for Zowe Components ("Support Terms") includes specific technical support ("Support Services") provided for the following Open Source Components ("Components"):

Zowe Core Components

- Zowe Application Framework - Web User Interface (Web UI)
- Zowe API Mediation Layer (API ML)
- Zowe z/OS Services
- Zowe Command Line Interface (CLI)
- Zowe Explorer for VS Code
- Zowe Explorer for IntelliJ
- Zowe Client SDK

This Support Policy may be updated by Broadcom from time to time in its sole discretion, however such updates will not result in a material reduction in the level of Support Services provided during the applicable maintenance term in the agreement in effect at the time such update is implemented.

For purposes of describing Zowe from Zowe.org the following definitions shall apply:

- a) "Build" means a pre-release or patch version that includes backwards-compatible bug fixes, and as such is identified by a build number, rather than by a release number. A new Build may require a new installation, rather than an overlay to the already installed Component.
- b) "Fix" means an interim solution for a specific customer problem. A Fix may also be referred to as a patch. At the discretion of Zowe.org, Fixes may be incorporated in a future Version, Release, or Build of the Components
- c) "Release" means a release of a Component, which may add functionality in a backwards-compatible manner. A Release may require a new installation, rather than an overlay to the already installed Component. Unless otherwise specified by Zowe.org for a particular Component, a Release is tied to the preceding Version and is designated by a number to the right of the first decimal point such as 1.1.x, 1.2.x, 1.3.x, etc.
- d) "Versions" typically include incompatible API changes. A Version may require a new installation, rather than an overlay to the already installed Component. A Version is designated by a number to the left of the first decimal point such as 1.x, 2.x, 3.x, etc.

"Supported" means a generally available Version, Release, Build or Fix that has been designated as Supported as described in Section 2 below and has not been designated as End of Service, which Broadcom, in its sole discretion, determines.

2. **Supported Component Versions**

Zowe.org will determine the frequency of new Versions, Releases, Builds and Fixes of the Components available at Zowe.org. However, Broadcom will determine the supportability of each Version, Release, Build and Fix within 30 days of it becoming available and will provide supportability information at <http://casupport.broadcom.com>.

Broadcom, at its sole discretion, will provide Zowe Support Services for supported stable Versions, Releases, Builds and Fixes of the Components that have not been designated by Broadcom as End of Service and have been installed in accordance with the system requirements, prerequisite software and supported platforms specified on Zowe.org in the Systems Requirements Section and Third-Party Requirements Section of the documentation.

Broadcom reserves the right to restrict Zowe Support Services to Versions, Releases, Builds and Fixes of the Components obtained directly from Broadcom.

3. End of Service Policy

After a Component is designated as End of Service, Support Services will be limited to Self-Service Support only. Customers are therefore strongly encouraged to move to the latest supported Version, Release or Build upon its availability. At the sole discretion of Broadcom, previously published patches and fixes may continue to be available as part of self-service support for the duration of your remaining contract term.

End of Service information will be made available at

<https://support.broadcom.com/product/product-lifecycle-details.html?segment=MF>

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