Service Tokens and Additional Services

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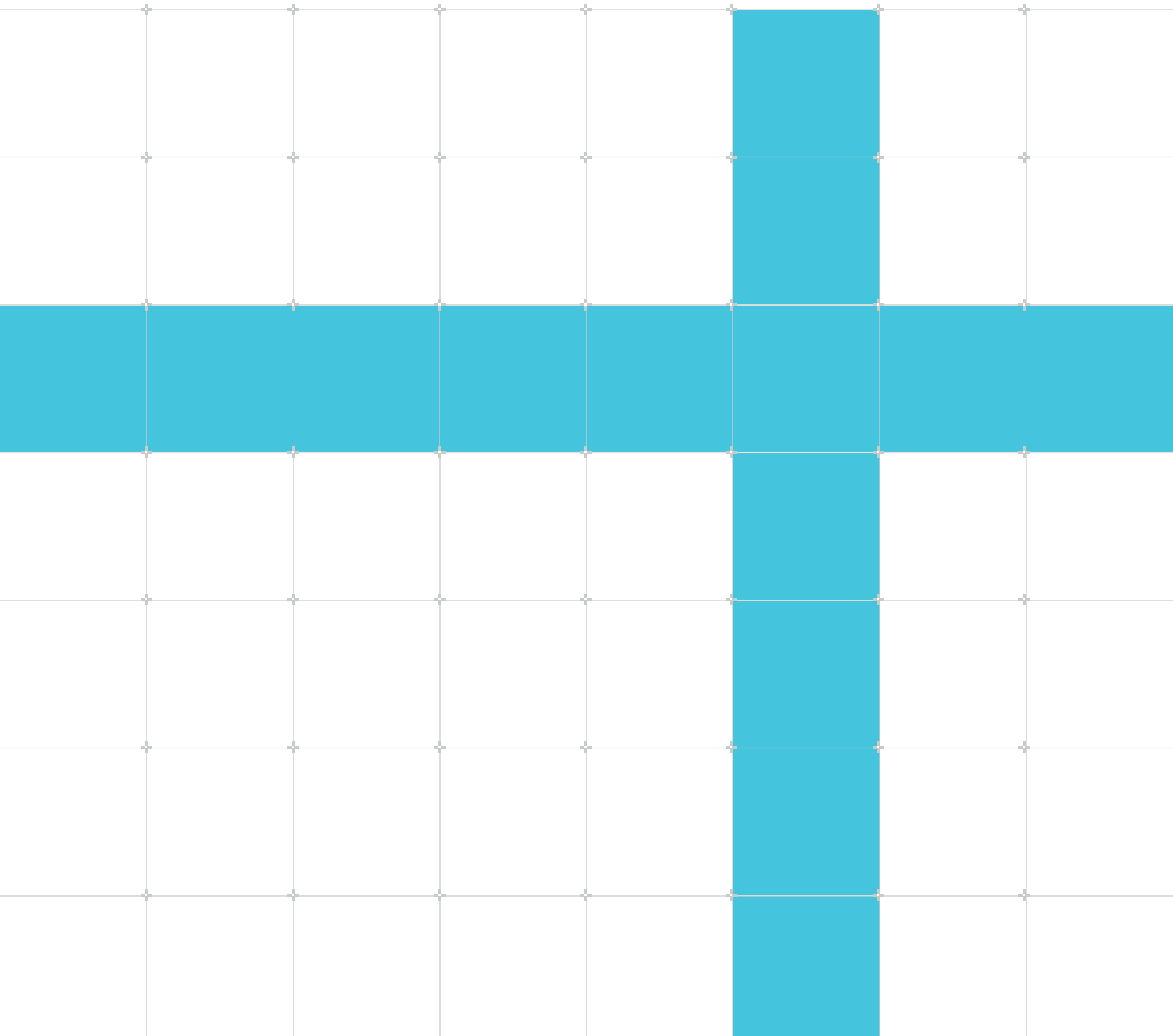

Service Tokens and Additional Services

Release information

Document history

Issue	Date	Confidentiality	Change
0100	28 July 2022	Non-Confidential	Initial release
0100-01	25 January 2023	Non-Confidential	Update to Physical Implementation Design Review table
0101-01	24 February 2023	Non-Confidential	New sevices added to Additional services page
0102-01	9 June 2023	Non-Confidential	Update to RTL Design Review table SLA timescale
0102-02	14 June 2023	Non-Confidential	Minor update to fix typo

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Product Status

The information in this document is Final, that is for a developed product.

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Inclusive language commitment

Arm values inclusive communities. Arm recognizes that we and our industry have used language that can be offensive. Arm strives to lead the industry and create change.

This document includes language that can be offensive. We will replace this language in a future issue of this document.

To report offensive language in this document, email terms@arm.com.

Contents

1. Service Tokens and Additional Services

Note that Arm may update any of the information on this web page from time to time. Further, Arm reserves the right to make any changes in respect of the Service Booking and Cancellation Process, Service Token Exchange List and Additional Services at Arm's sole discretion. The links on this webpage to the Arm public website are provided for information only and are not contractual.

Further chapters:

- Service Booking and Cancellation Process
- Service Token Exchange List
- Additional Services

1.1 Service Booking and Cancellation Process

To schedule an Additional Service, and/or use Service Tokens:

1. LICENSEE shall, at least sixty (60) days in advance of the proposed date upon which LICENSEE wishes an Additional Service to commence, submit e-mail notification to Arm identifying at a minimum:
   - the Arm reference number and effective date of the Agreement where LICENSEE purchased, as applicable, the Additional Service or Service Tokens;
   - the Additional Service being requested;
   - where applicable, the number of Service Tokens being exchanged;
   - the requested start date and duration of the Additional Service;
   - the proposed location for the Additional Service; and
   - where applicable, the number of attendees.

   LICENSEE shall submit the above information to Arm as follows:
   - For any training related notification, to training-administration@arm.com
   - For any other service related notification, to designreview-administration@arm.com.
2. Following receipt of the above information, Arm shall review such request and confirm whether or not Arm is able to provide the requested Additional Service. Arm is entitled to:
   - suggest alternative dates; or
   - suggest an alternative proposal in respect of the Additional Service which Arm believes may provide a better solution to LICENSEE.
3. Upon Arm's acceptance of LICENSEE's request to schedule the Additional Service, Arm shall provide LICENSEE with confirmation of the Additional Service which shall be provided, including, details of the Additional Service, the mutually agreed date, the number of attendees (where applicable), the duration, the location and, where applicable, the relevant number of Service Tokens which shall be deducted from LICENSEE's allocation of Service Tokens.

4. In the event of amendments, rearrangements or cancellations of a confirmed Additional Service, the following shall apply:
    - Where Arm is unable to provide an Additional Service on the date mutually agreed, the parties shall enter into discussions and mutually agree, in writing, alternative dates for the provision of such Additional Service within the Validity Period
    - Where LICENSEE provides Arm with written notice requesting to amend, rearrange or cancel the applicable Additional Service more than fifteen (15) days prior to the agreed start date, the parties shall enter into discussions and mutually agree, in writing, alternative details and/or dates for the provision of such Additional Service within the Validity Period; and
    - Where LICENSEE provides Arm with written notice requesting to amend, rearrange or cancel the Additional Service less than fifteen (15) days prior to the agreed start date, Arm reserves the right to invoice LICENSEE or deduct Service Tokens from LICENSEE (as applicable) to cover all reasonable travel and other costs and expenses that Arm has incurred in relation to planning and preparing the provision of any Additional Service which will not subsequently take place. Such invoice or Service Token deduction shall not exceed the applicable fee or Service Token value payable by LICENSEE for the applicable Additional Service. The parties shall enter into discussions and mutually agree, in writing, alternative details and/or dates for the provision of the Additional Service within the Validity Period.

1.2 Service Token Exchange List

Service Tokens purchased from Arm can be redeemed on a range of Arm support, consultancy and training services. The details of such support, consultancy and training services, and the associated Service Token "cost", are set out in the following Service Tokens Exchange List. Please note that the costs below are based on standard reviews, and for more complex designs / projects, Arm reserves the right to increase these to align with amount of effort.

Design Reviews

For information about Design Reviews, see Additional Services.

Description	On-site delivery cost in Service Tokens	Remote delivery cost in Service Tokens
Architecture Design Reviews	25	20
RTL Design Review	25	20
Physical Implementation Design Review	25	20
CMN Topology Physical Design Review	N/A	8
Trusted Firmware-A Design Review	20	16
Power Management Firmware Design Review	20	16
Linux Power and Thermal Frameworks Design Review	20	16
Reference Flow Consultancy	25	20
Physical Design Consultancy	N/A	45
RFM Tuning Consultancy	85	N/A
ISP Tuning Design Review	25	20
Arm Flexible Access Design Check-in for Start-ups	N/A	4

Description	On-site delivery cost in Service Tokens	Remote delivery cost in Service Tokens
DesignStart RTL Design Review	10	8

On-site Support and Workshops

For information about On-site Support and Workshops, see Additional Services.

Description	Service Tokens
Onsite support, 1 day (1 Engineer)	3
Onsite support, 2 day (1 Engineer)	5
Infrastructure initial silicon bring-up (Remote)	8
Design for Debug (Remote)	8

Private Training

For information about Training, see Additional Services.

Description	On-site delivery cost in Service Tokens	Virtual delivery cost in Service Tokens
4-Hour, up to 8 Students	N/A	1
4-Hour, up to 16 Students	N/A	2
4-Hour, up to 24 Students	N/A	3
1-Day, up to 8 Students	N/A	2
1-Day, up to 16 Students	N/A	4
1-Day, up to 24 Students	N/A	6
2-Day, up to 8 Students	N/A	4
2-Day, up to 16 Students	10	8
2-Day, up to 24 Student	15	12
3-Day, up to 8 Students	N/A	6
3-Day, up to 16 Students	15	12
3-Day, up to 24 Students	22	18
4-Day, up to 16 students	20	N/A
4-Day, up to 24 students	30	N/A

On-demand Training

Description	Service Tokens
On demand Training Access - 20 Students	1

1.3 Additional Services

Additional Services include Arm Design Reviews, On-site Support and Workshops, and Training.

Arm Design Reviews

An Arm design review service is the targeted on-site and off-site consulting, support, and guidance services which relate to the specific Arm technology being used as described below. A design review can help increase Arm expertise within organizations and enable design teams to identify, early in the design phase, potential technical issues with a design. Further information can be found on the Arm public website here.

Details of the Arm design review services offered by Arm are set out below.

Architecture Design Reviews

Unless otherwise agreed, an Architecture Design Review consists of:

Description	Duration
Information capture - conference call and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Analysis and focused guidance – on-site visit by Arm to discuss and obtain additional information relating to the design	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – detailing any observations or conclusions made by Arm relating to the design	N/A – to be delivered to partner within two weeks of on-site visit

RTL Design Review

Unless otherwise agreed, an RTL Design Review consists of:

Description	Duration
Information capture - conference call and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Analysis and focused guidance – on-site visit by Arm to discuss and obtain additional information relating to the design	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – detailing any observations or conclusions made by Arm relating to the design	N/A – to be delivered to partner within three weeks of on-site visit

CMN Topology Physical Design Review

Unless otherwise agreed, the CMN Topology Physical Design Review service consists of:

Description	Duration
Phase 1 - Information capture – conference calls and email exchange between Arm and partner to enable Arm to understand details of the partner's project	Up to fifteen (15) hours of effort To be completed one (1) week prior to Phase 2
Phase 2 - Analysis and focused advice in relation on to making optimal trade-offs to implement the partner's CMN design, in 2 sessions: 1. Upfront in the project planning stages to discuss trade-offs and Arm recommendations 2. Midway through final project stages to review results and offer further guidance	To be delivered remotely Two (2) sessions lasting ~four (4) hours each session, with one (1) Arm expert Subsequent interaction with the Arm support team for closure of any outstanding issues raised
Phase 3 - Report – detailing any observations or conclusions made by Arm relating to the design	To be delivered to partner within two (2) weeks of completion of Phase 2

Physical Implementation Design Review

Unless otherwise agreed, a Physical Implementation Design Review consists of:

Description	Duration
Information capture - conference call and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Analysis and focused advice for physical implementation – conference calls and email exchanges with Arm to discuss and obtain additional information relating to the physical implementation	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – summary of the work done and the resultant improvements to the implementation performance	N/A – to be delivered to partner within two weeks of on-site visit

Trusted Firmware-A Design Review

Unless otherwise agreed, a Trusted Firmware-A Design Review consist of:

Description	Duration
Requirements gathering - define Arm Trusted Firmware-A review requirements at the Architecture stage	N/A - carried out by email/conference call as mutually agreed
Workshop – guidance given at the partner's site using the Arm reference platforms, pre-tape out	Guidance to be given by an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Implementation review - software implementation review, before first silicon and driver integration	N/A - carried out by email/conference call as mutually agreed

Power Management Firmware Design Review

Unless otherwise agreed, a Power Management Firmware Design Review consists of:

Description	Duration
Requirements gathering - define Power Management Firmware review requirements at the Architecture stage	N/A - carried out by email/conference call as mutually agreed
Workshop – guidance given at the partner's site using the Arm reference platforms, pre-tape out	Guidance to be given by an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Implementation review - software implementation review, before first silicon and driver integration	N/A - carried out by email/conference call as mutually agreed

Linux Power and Thermal Frameworks Design Review

Unless otherwise agreed, a Linux Power and Thermal Frameworks Design Review consists of:

Description	Duration
Requirements gathering - define Linux Power and Thermal Frameworks review requirements at the Architecture stage	N/A - carried out by email/conference call as mutually agreed
Workshop – guidance given at the partner's site using the Arm reference platforms, pre-tape out	Guidance to be given by an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Implementation review - software implementation review, before first silicon and driver integration	N/A - carried out by email/conference call as mutually agreed

Reference Flow Consultancy

Unless otherwise agreed, a Reference Flow Consultancy consists of:

Description	Duration
Information capture – conference calls and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Mirrors the capability of Arm's reference flow at partner's site	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – summary of the work done and the resulting improvements to the implementation performance	Up to fifteen (15) hours of effort - report to be delivered to partner within fifteen (15) working days

Physical Design Consultancy

Unless otherwise agreed, a Physical Design Consultancy consists of:

Description	Duration
Information capture – conference calls and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	Up to fifteen (15) hours of effort

Description	Duration
Analysis and focused advice for physical implementation – conference calls and email exchanges with Arm to discuss and obtain additional information relating to the physical implementation	Up to eight (8) conference calls each of a maximum length of two (2) hours within a four (4) month period. Interaction with Arm support team for closure of issues raised during this four (4) month period
Report – summary of the work done and the resulting improvements to the implementation performance	Up to fifteen (15) hours of effort - report to be delivered to partner within fifteen (15) working days

RFM Tuning Consultancy

Unless otherwise agreed, an RFM Tuning Consultancy consists of:

Description	Duration
Information capture – conference calls and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project, including target PPA and floorplan requirements. Metal stack restrictions apply.	Up to fifteen (15) hours of effort; if on-site support is requested, this is to be completed one (1) week prior to on-site visit
Mirrors the capability of Arm's reference flow at partner's site	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
FAnalysis and focused advice for physical implementation – conference calls and email exchanges with Arm to discuss and obtain additional information relating to the physical implementation, target PPA and floorplan requirements	Up to eight (8) conference calls each of a maximum length of two (2) hours within a four (4) month period. Interaction with Arm support team for closure of issues raised during this four (4) month period
Updated reference flow methodology – summary of the work done via finalized implementation scripts	To be delivered to partner thirty (30) days after the end of the four (4) month period

ISP Tuning Design Review

Unless otherwise agreed, an ISP Tuning Design Review consists of:

Description	Duration
Information capture – conference calls and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Analysis and focused guidance– on-site visit by Arm to discuss and obtain additional information relating to the design	An agreed number of working days on-site at partner's premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – detailing any observations or conclusions made by Arm relating to the design	N/A – to be delivered to partner within two weeks of on-site visit

Arm Flexible Access Design Check-in for Start-ups

This service is available for Arm Flexible Access licensee's only and is limited to the Arm Flexible Access IP product portfolio. To qualify for this service, Licensee must meet Arm's "start-up" company criteria.

Please speak to your Arm Account Manager to see if you are eligible.

Unless otherwise agreed, “Arm Flexible Access Design Check-in for Start-ups” design review services consist of:

Description	Duration
Information capture – Completion of a “Project Information Questionnaire” to enable Arm to review Customer’s design specification, details of the engineering project and specific design area to be discussed. Follow up call or emails if required.	To be completed one (1) week prior to video conference meeting
Analysis and focused video conference meeting to discuss the design area identified by the Customer. As no formalized report will be shared, Customer to capture any areas of concern or interest.	Half day

DesignStart RTL Design Review

This service is available for DesignStart Licensee’s only, and is limited to the DesignStart IP product portfolio.

Please speak to your Arm Account Manager to see if you are eligible.

Unless otherwise agreed, “Arm Flexible Access Design Check-in” design review services consist of:

Description	Duration
Information capture - conference call and email exchange between Arm and partner to enable Arm to review partner’s design specification and the details of the engineering project	N/A - To be completed one (1) week prior to on-site visit
Analysis and focused guidance – on-site visit by Arm to discuss and obtain additional information relating to the design	Up to a maximum of two (2) working days on-site at partner’s premises with an Arm technical expert (the number of experts to be determined by Arm depending on partner’s specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Report – detailing any observations or conclusions made by Arm relating to the design	N/A – to be delivered to partner within two weeks of on-site visit

On-site Support and Workshops

Arm can offer its partners custom on-site support and selected workshops, as listed in the Service Tokens Exchange List above. Such services are delivered by an experienced Arm Applications Engineer who can assist at key stages of the design process of a Registered Project (for example, just before RTL freeze, or device bring-up).

The custom on-site support and workshops aim to boost our partner’s design productivity and help to enable them to launch products more quickly, without compromising on design quality.

The services do not include Arm doing design work on behalf of the partner.

Note that where on-site consultation is not possible, Arm can offer the same service remotely.

Full details of the specific on-site support or workshop to be delivered shall be mutually agreed between Arm and the partner depending on the partner’s requirements and Arm’s engineer availability. These services may involve:

Description	Duration
Requirements gathering by Arm to prepare for the on-site support or workshop	N/A – carried out by email/conference call as mutually agreed
On-site support or workshop delivery – delivered as mutually agreed	On-site support or workshop to be delivered by an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements)
Follow up and review	N/A – carried out by email/conference call as mutually agreed

Infrastructure initial silicon bring-up

Unless otherwise agreed, Infrastructure initial silicon bring-up consists of:

Description	Duration
Information capture – conference calls and email exchange between Arm and partner to enable Arm to understand details of the partner's project	Up to fifteen (15) hours of effort To be completed one (1) week prior to workshop
Pre-bring up workshop, OnDemand training modules, and delivery of a bring-up checklist , to aid partners with their initial step of ensuring the taped-out chip can execute code, and that the main interfaces and the debug infrastructure works.	Remote workshop to be delivered over one (1) day – 7.5 hours effort. Internal preparation for the workshop around one (1) day effort. OnDemand training duration dependent on modules required for partner's design

Design for Debug

Unless otherwise agreed, the Design for Debug service consists of:

Description	Duration
Phase 1 - Information capture – conference calls and email exchange between Arm and partner to enable Arm to review partner's design specification and the details of the partner's project	Up to fifteen (15) hours of effort To be completed one (1) week prior to Phase 2.
Phase 2 - Analysis and focused advice for debug topology – conference calls and email exchanges with Arm to discuss and obtain additional information	An agreed number of working days offsite (likely 1) with an Arm technical expert (the number of experts to be determined by Arm depending on partner's specific requirements) and subsequent interaction with the Arm support team for closure of issues raised
Phase 3 - Report – detailing any observations or conclusions made by Arm relating to the design	To be delivered to partner within two (2) weeks of completion of Phase 2

Training

Arm provides many training courses which are designed to support and aid users of Arm's technology.

Arm Training is written and delivered by the world's most experienced Arm technology trainers. We offer a series of online, virtual classroom, and face-to-face training options.

Details of the training courses available and the different delivery options can be found on the Arm public website here.

Specific details of partner's requirements and attendance on any training course shall be mutually agreed between Arm and the partner.