Overview

Veritas Business Critical Services Business Critical Account Management ("BCS BCAM") is a relationship-focused support service that aligns customers to an account management resource to help them achieve their Veritas software product and support goals. BCS BCAM covers all Eligible Software Customer has licensed subject to the terms of this Service Description.

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for the BCS BCAM described in this Service Description and provided by Veritas. This Service Description may be updated by Veritas from time to time in its sole discretion, provided that any update to the Service Description will only apply upon renewal.
Business Functionality and Capabilities

**BCS BCAM Features:**

BCS BCAM builds upon Customer’s 24x7 Essential Support access to provide the following remote value-add features for the Eligible Software installed in any production environments:

- **Elevated Support Access.** When contacting Veritas technical support, Customer’s support case will be assigned to more proficient support specialists, subject to availability.

- **Priority Queuing.** Customer will be prioritized in the call and case assignment queues over similar non-BCS customers.

- **Account Management.** Customer will be assigned a named account manager who will serve as Customer’s Regional primary account contact for BCS BCAM. The account manager is available during Customer’s Regional Business Hours. The country for Customer’s Regional Business Hours is the country first designated by Customer in writing to Veritas, defaulting to the country of Customer’s headquarters otherwise. Regional coverage definitions for BCS BCAM can be found at the following URL: [https://www.veritas.com/support/en_US/business-critical-services/regions](https://www.veritas.com/support/en_US/business-critical-services/regions).

- **Escalation Management.** Customer’s account manager will be notified of Severity 1 cases logged and will provide overall case oversight.

- **Customer Success Management.** Customer’s account manager and other proficient support specialists will work in tandem to deliver the following to Customer:
  - Success Planning and Quarterly Business Reviews
    - Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management
    - Help Customer optimize Veritas product and service utilization through quarterly usage reviews and account performance planning relative to the Customer’s business objectives.
    - End of support life evaluation and management to help Customer discover and evaluate Veritas install base versions and provide reports on upgrade timelines and progress.
    - Account oversight assistance through regular check-in meetings and direct access to Customer’s designated BCS BCAM resource.

- **Subscriptions to Veritas Learning Lab** – Two (2) Veritas Learning Lab skills training subscriptions. Each Learning Lab subscription permits a single user individual access to a single product lab environment for a six-month period. More details about Veritas Learning Labs can be found at [https://www.veritas.com/content/dam/Veritas/docs/education/learning_lab_datasheet.pdf](https://www.veritas.com/content/dam/Veritas/docs/education/learning_lab_datasheet.pdf).
• **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.

## BCS BCAM Terms

### Eligible Software
Eligible Software is the Veritas software eligible for coverage under BCS BCAM, which includes all licensed Veritas-branded software products.

### Prerequisites
Customer must hold a valid License Agreement for the underlying Eligible Software and have a current support agreement for Essential Support for the Eligible Software. Veritas is not obligated to provide any credits, refunds or extensions of BCS BCAM when BCS BCAM is suspended for Customer’s failure to maintain Essential Support.

### Support Policies
BCS BCAM will be provided in accordance with Veritas’ Enterprise Technical Support Policy and other relevant support policies, any of which may be revised and updated by Veritas from time to time without notice to Customer. Please refer to [https://www.veritas.com/support/en_US/terms/support-fundamentals.html](https://www.veritas.com/support/en_US/terms/support-fundamentals.html) for copies of such policies.