



This Fixed Price-Fixed Scope Service Description describes the **Access Appliance Standard Enablement, Control # AASSE041618** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "Services Instrument" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: a Veritas certificate, or a written statement of work or similar document, between Customer and Veritas with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to facilitate a rapid deployment of a single Veritas Access Appliance in a Customer environment with minimal configuration for each quantity Customer has purchased.

Delivery Details

Scope of Service

The following tasks shall be performed for this Service. Veritas shall:

- Deploy a one (1) node or two (2) node Veritas Access Appliance at a single site
- Connect a single authentication mechanism (AD, LDAP or NIS)
- Configure a single storage pool and single file system
- Configure a single protocol CIFS share or NFS export
- Configure a single supported Cloud Tier, if applicable
- Provision for NBU, EV, or Cloud Catalyst if applicable

Deliverable

- Completed functional testing of Veritas Access Appliance

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from a Veritas facility. If Customer requires Veritas to perform the Service onsite, the parties will mutually agree on travel and expense fees
- Work is conducted during Normal Work Hours.
- Veritas Access appliance is physically installed at the Customer's site and is ready for configuration (Physical installation of the Access Appliance may be separately purchased for additional applicable fees)
- Knowledge transfer may be provided throughout the engagement and but does not replace formal Veritas Education and training, available separately for purchase from Veritas



Customer Responsibilities. Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Veritas' performance of the Service may be delayed, impaired or prevented:

- Customer shall download permanent Access software and license keys
- Configuration and maintenance of all related non-Access infrastructure components including but not limited to, network devices, Access client devices and storage systems.
- Relevant Firewall configuration to facilitate the use of the Access Appliance, any associated products and the designated protocols configured as part of the deployment Service
- Veritas strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Veritas does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Acceptance Schedule

Acceptance conditions are set forth in the Services Instrument. The milestone percentage below indicates (1) the percentage of the Service to be completed for each milestone and (2) for any Service which is not pre-paid, the percentage of the Service to be invoiced upon acceptance.

Payment Milestone	Acceptance Schedule	Milestone Percentage
Milestone #1:	Upon acceptance of the Service and Deliverable listed herein	100%