This Fixed Price-Fixed Scope Service Description describes the **Access Appliance Premium Deployment Service** (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 plan and deploy one (1) Access Appliance at a single Customer Site for each quantity Customer has purchased.

**Scope of Service**

**Description of Services and Responsibilities:**

**Phase 1 – Discovery / Planning / Project Kickoff.** Veritas and Customer will:

- Review roles and responsibilities, scope of services, Customer readiness, resource / schedule requirements, Access requirements, completed Pre-Engagement Checklist (“PEC”), and existing NBU design data.
- Discuss downtime requirements, timelines, and necessary change window(s).
- Planning for the NBU appliance implementation and walkthrough session.

**Phase 2 – Deploy.** Veritas will:

- Configure, deploy and functional test up to one (1) Access Appliance at a single site within Customer's environment.
- Connect a single authentication mechanism (AD, LDAP or NIS)
- Configure a single storage pool and single file system
- Configure up to five (5) CIFS or NFS shares
- Configure a single supported Cloud Tier, if applicable
- Provision for one of the following Veritas products: NetBackup, Enterprise Vault, or Cloud Catalyst if applicable

**Phase 3 – Project Review & Close.** Veritas will:

- Remove test policies / storage units / storage unit groups / SLPs, where applicable.
- Hand-off open technical support cases to Customer’s NBU Administrators / Operations if appropriate

Any Services not specifically set forth in the Delivery Details herein are considered out of scope.
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**Deliverable**  
Completed deployment of one (1) Access Appliance in Customer’s environment.

**Key Dependencies & Customer Responsibilities**  
Pre-requisites, assumptions, and/or dependencies for the Service are:

- 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).
- All tasks shall be performed from one (1) location remotely during Normal US Work Hours and shall be executed contiguously.
- Test plans are supplemental to Customer’s testing process / plans.
- Implementation needs to be compliant with Veritas Hardware/Software compatibility matrix - https://sort.veritas.com/home.
- Permanent NBU license keys and software are downloaded and available.
- Customer has purchased appropriate Access software licenses along with Access appliances.
- Knowledge transfer assumes the Customer is a NBU Administrator and/or has been managing the Customer's NBU environment and does not replace formal Veritas education / training.

**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:

- Any changes to existing NBU policies and schedules.
- Validate that Customer’s computing environment’s hardware and software platform’s patches and firmware levels are compliant following Veritas NBU Hardware/Software compatibility documentation - https://sort.veritas.com/welcome/documentation.
- Download the necessary Access Software and license key(s).
- Provide Veritas with a prioritized list of clients to be implemented during this engagement and upgrade NBU client system components to meet the latest NBU release’s minimum requirements.
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to assist in NBU tasks to be deployed.
- Back up all critical hosts in Customer’s environment before Service commencement.
- Allocate the necessary space, power, cooling, networking, security measures, and wire/cable management for the NBU appliance hardware.
- Provide the necessary network access for Veritas, a monitor and keyboard, SNMP and email address requirements for alert notifications, and open the necessary network ports to configure the NBU appliance.
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- 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

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Veritas shall invoice Customer or its Reseller in advance of delivery of Services.