



## Veritas Appliance Support Description

Effective April 30, 2018

Appliance Support consists of the Standard and Essential support offerings described below, delivered pursuant to the terms and conditions set forth in the applicable legal agreement or certificate ("Agreement") between the end user ("End User") and Veritas Technologies LLC and/or its subsidiaries ("Veritas"). Please refer to your agreement to confirm the type of Appliance Support offering that you have purchased.

Capitalized terms not otherwise defined in this Appliance Support Description are defined in the Agreement. Appliance Support is provided in accordance with applicable Veritas Support policies.

Appliance Support Feature	Appliance Support Feature Details	Standard	Essential
Remote Technical Support	<ul style="list-style-type: none"><li>Access to remote technical support provided by telephone or web-based communication</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>
Veritas Support Website	<ul style="list-style-type: none"><li>Access to the Veritas Support website (<a href="https://www.veritas.com/support/">https://www.veritas.com/support/</a>)</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>
MyAppliance Website	<ul style="list-style-type: none"><li>Access to MyAppliance website to monitor state of registered Appliance (<a href="https://my.appliance.veritas.com/">https://my.appliance.veritas.com/</a>)</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>	<ul style="list-style-type: none"><li>24x7</li></ul>
Designated Contacts	<ul style="list-style-type: none"><li>Ability to name defined users per Appliance to act as contacts with Veritas Technical Support staff for Appliance Support ("Designated Contacts")</li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>
Bug Fixes and Patches	<ul style="list-style-type: none"><li>Delivery of Bug Fixes and Patches for Hardware firmware, provided in Veritas' discretion</li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>
AutoSupport	<ul style="list-style-type: none"><li>24x7 Remote monitoring of Appliance system health</li><li>If a problem is detected, the Appliance will transmit an event to Veritas's AutoSupport service.</li><li>Call Home Services team ("CHS team") will review and determines course of action, including creating a Support case, if applicable.</li><li>Provided if available for the applicable Appliance hardware and software platform</li><li>Provided if properly enabled by the End User<ul style="list-style-type: none"><li>Must enable "Call Home" feature on the Appliance console</li><li>Must provide network connectivity to the Veritas AutoSupport service</li><li>Must provide physical address of the Appliance and Designated Contact details via the My Appliance website</li></ul></li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>	<ul style="list-style-type: none"><li>Included</li></ul>

Appliance Support Feature	Appliance Support Feature Details	Standard	Essential
Onsite Support	<ul style="list-style-type: none"> <li>Onsite support service to assist with Hardware problems, provided at the Appliance location registered with and approved by Veritas</li> <li>After Veritas Support determines that an onsite response is needed, initial response for onsite support service, including applicable parts, in the targeted timeframe.</li> <li>Timing is impacted by shipment cut-off times and location of the appliance as it relates to the applicable Veritas service location</li> </ul>	<ul style="list-style-type: none"> <li>Target for initial onsite response = next business day local business hours<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>Target for initial onsite response = 4 hours<sup>1</sup></li> </ul>

<sup>1</sup> Additional shipment time may be required where the full enclosure or frame of an Appliance requires replacement. If applicable, local business hours are determined by the operating hours of the applicable Veritas service location. In some areas, working hours are defined and limited by local government regulations and restrictions. Relocation of an Appliance may impact Veritas' ability to provide onsite support.

This Appliance Support Description applies on a global basis. Veritas reserves the right to amend this Appliance Support Description periodically, and will post updates at <https://www.veritas.com/company/legal/license-agreements>.