Overview
Veritas Business Critical Services Assist ("BCS Assist") offers a base level mission critical support solution for a specific Veritas Product Family. This Service is only available to a Customer who has licensed the particular Veritas software product(s) for which the BCS Assist is purchased, as indicated on the Certificate or written agreement referencing this Services 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 Premier 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.

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Technical/Business Functionality and Capabilities

**BCS Premier Features:**

BCS Assist provides the following to be delivered for the Eligible Software in the applicable Product Family installed in production environments in the Territory:

- **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.

- **BCAM Coverage.** Customer will be assigned a named Business Critical Account Manager (“BCAM”) who will serve as Customer’s primary account contact for BCS Assist. The BCAM will provide the following on a remote basis during Regional Business Hours in the Territory: (i) quarterly accounts reviews scheduled at a mutually convenient time; (ii) provide case management assistance; and (iii) be alerted on a 24x7 basis when a Severity 1 case has been logged. The Territory 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. BCS Assist typically includes up to 15 Work Days of BCAM assistance for each annual term.

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

- **Designated Contacts.** Customer may designate up to six (6) designated contacts in the Territory as “Designated Contacts” to interact with Veritas with respect to the BCS Assist for the first BCS Assist Product Family purchased. Each additional Product Family Customer purchases will provide Customer with up to two (2) additional designated contacts in the Territory. Customer’s Designated Contacts should be knowledgeable of Customer’s support environment as they will be the primary contacts who interact with the BCAM on any support issues.

**BCS Premier Terms**

**Eligible Software**

Eligible Software is the Veritas software eligible for coverage under BCS Premier, identified by Product Family at the following URL: [https://www.veritas.com/support/en_US/business-critical-services/bcs-assist-covered-products.html](https://www.veritas.com/support/en_US/business-critical-services/bcs-assist-covered-products.html). The list of Eligible Software may be revised and updated by Veritas from time to time without notice to Customer. If Veritas includes additional software in the Product Family for which Customer currently has BCS Assist, then Customer’s BCS Assist shall automatically include such additional Eligible Software without the payment of additional fees.
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 Assist when BCS Assist is suspended for Customer’s failure to maintain Essential Support.

Support Policies
BCS Assist 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 for copies of such policies.

Definitions
Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Service Description, have the meaning given below.

“Product Family” means one of the Veritas product groups listed as product families in the applicable Eligible Software list available at https://www.veritas.com/content/support/en_US/business-critical-services/covered-product.html.

“Territory” means the country designated by Customer to Veritas in writing where Customer’s Eligible Software is installed in production environments.

“Work Day” means a standard eight (8) hour workday.