



Service Overview

The Veritas BCS Business Critical Account Manager ("BCAM") Service (the "Service") offers access to a BCAM resource that serves as the single point of contact to manage a Customer's Business Critical Services experience. This Service is only available to a Customer who has licensed the particular Veritas software product(s) for which the Service 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 those Services which are described in this Service Description and are provided by Veritas.

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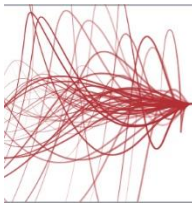
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Technical/Business Functionality and Capabilities

BCAM Features:

The BCAM Service features include the following to be delivered for the Eligible Software in the applicable Product Family installed in production environments.

Dedicated Business Critical Account Manager ("Dedicated BCAM"): A Dedicated BCAM works solely on a single Customer's issues, and is responsible for case management assistance during Regional Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. The Dedicated BCAM 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. A Dedicated BCAM provides the equivalent of up to approximately 220 work days of assistance during each annual BCS term. These work days will be provided in addition to the BCAM assistance included in an underlying BCS Premier subscription.

Dedicated BCAM activities may include the following:

- **Help Ensure Customer Success:**
 - Help ensure the Customer's success in meeting key business metrics
 - Act as the Customer's advocate and develop a trusted advisor relationship with Customer's sponsors
 - Act as the voice of the Customer on product enhancement requests
 - Proactive case management (primarily for Severity 1 escalations) - monitors incidents to ensure compliance with Global Support Guidelines
 - End of Support Life (EOSL) Evaluation & Management - discovers and evaluates Veritas install base versions and reports out on upgrade timelines & progress
- **Coordinate Business Objectives:**
 - Optimize product and service utilization through on-going usage reviews and account performance planning engagement
 - Assist Customers preparing for new releases or functionality by engaging Veritas resources to host demonstrations and deep dive presentations
- **Manage Service Delivery:**
 - Provide and coordinate reporting
 - Manage delivery of Customer's Proactive Support
 - Host Account Review Meetings to summarize support trending, high level project updates, high impact incidents, and End of Support Life Management



BCAM-Specific Terms

Eligible Software

Eligible Software is the Veritas software eligible for coverage, identified by Product Family at the following URL: https://www.veritas.com/content/support/en_US/business-critical-services/covered-product.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 subscribed, then Customer's Service 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 the Service when the Service is suspended for Customer's failure to maintain Essential Support.

Support Policies

The Service 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.

Term

The Service is valid for use during the term specified on the Certificate. If the Term is either less or more than a twelve (12) month period, then the number of work days included in the Dedicated BCAM offering will be pro-rated based upon the actual Term.

Definitions:

"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.

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