



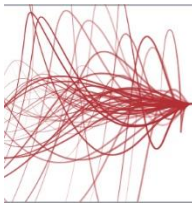
## Overview

The Veritas Business Critical Services Global support offering ("BCS Global") is a value-added support offering that can be configured to meet the discrete needs of Customer that combine personalized proactive support with expedited response to minimize Customer IT risk and maximize uptime. Veritas software eligible for coverage under BCS Global is described further in the Eligible Software section below.

**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 Global described in this Service Description and is provided by Veritas.**

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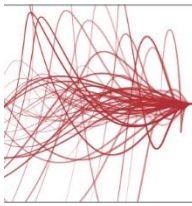


### Technical/Business Functionality and Capabilities

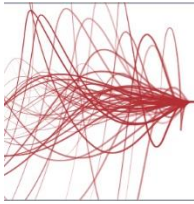
#### Support Features:

BCS Global include the following deliverables for the Eligible Software 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.
- **Account Management.** Customer will be assigned a named account manager who will serve as Customer's primary account contact for BCS Premier Global. The account manager 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. BCS Global typically include up to 220 work days of BCAM assistance for each annual BCS term, with additional BCAM assistance available as a separate offering. For purposes of BCS Global, a "work day" means a standard eight (8) hour workday in accordance with Veritas' local business hours.
- **Escalation Management.** Customer's account manager will be notified of Severity 1 cases logged and will provide overall case oversight.
- **Customer Success Management.** Customer's account manager and other proficient support specialists will work in tandem to deliver the following to Customer:
  - Success Planning and Quarterly Business Reviews
    - Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management
    - Help Customer optimize Veritas product and service utilization through quarterly usage reviews and account performance planning relative to the Customer's business objectives.
    - End of support life evaluation and management to help Customer discover and evaluate Veritas install base versions and provide reports on upgrade timelines and progress.
    - Account oversight assistance.
  - Product Optimization Strategies
    - Assist Customer in preparing for new releases or functionality of Veritas solutions along with best practice recommendations.
    - Assist Customer in the identification of processes to confirm that the Veritas solutions installed or to be installed are compatible with Customer's environment.
    - Assist Customer with production planning to help minimize risk to the operating environment and Veritas solutions.



- **Designated Contacts.** Customer may designate an unlimited number of individuals in the Territory as “Designated Contacts” to interact with Veritas with respect to the BCS Global. Customer’s Designated Contacts are the primary focal point for the BCAM at a Customer Site. They are typically responsible for overseeing requests for assistance, developing and deploying troubleshooting processes within their organization, initiating escalations and requesting the delivery of BCS deliverables (such as Proactive Support and Onsite Support Assistance) throughout the term of Customer’s BCS agreement.
- **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.
- **Proactive Support.** Proactive Support is available to Customers upon request. Delivery is coordinated through the BCAM and delivered by a pool of Business Critical Engineers (“BCE”). Delivery is dependent upon BCE availability, with the scope of support as agreed between Veritas and Customer for each Proactive Support engagement. All Proactive Support is delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any required reports. All Proactive Support must be delivered during the then-current Agreement term. For more details on the exact proactive support options available and for which Veritas products, please see [https://www.veritas.com/content/support/en\\_US/business-critical-services/proactive-support.html](https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support.html) (“Proactive Website”). Please note the Proactive Website is customized around Veritas’ BCS Premier offering. BCS Global provides access to all Proactive Support engagements listed on the Proactive Website and the expressed limitation on number of engagements and duration of such engagements do not apply; instead, Proactive Support engagements for BCS Global Customers are subject to the BCE assistance limitations set forth in the Named BCE Coverage section below.
- **Named BCE Coverage.** Customer will have access to up to nine (9) identified BCEs during local business hours at a Customer-designated facility in the Territory for remote delivery of BCS Global designated for BCE assistance. BCE assistance includes up to ninety (90) work days of access for Customer use.
- **Onsite Support Assistance.** Onsite support may be available for assistance with Severity 1 production system down cases at a Customer Site in the Territory. Onsite support is subject to the following limitations:
  - The Eligible Software in question must be currently supported by Veritas Support and has not reached “end of support life”
  - The issue must be a “Severity 1 production system down” case
  - All critical and/or requested case information has been provided to the Veritas Technical Support Engineer (“TSE”) assisting with the case
  - The TSE has had reasonable time to review the data and develop a plan of action
  - Should a Veritas resource be dispatched, they must have full access to the systems in question
- **Extended Support.** Customer will receive Extended Support for certain Major Release(s) (and related Minor Releases) (“Release(s)”) of the Eligible Software, if available. Extended Support will be provided in accordance with Veritas’ Enterprise Technical Support Policy and other support policies that may be revised and updated by Veritas



from time to time without notice to Licensee. Please refer to <http://go.veritas.com/support-fundamentals> for copies of such policies.

### Eligible Software

Eligible Software for BCS Global is the Veritas software eligible for coverage under the BCS Global, including all software listed for all Product Families under the BCS Premier supported products page at the following URL: <http://go.veritas.com/bcs-coverage>. 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 Global, then Customer's BCS Global shall automatically include such additional Eligible Software without the payment of additional fees.

## Support-Specific Terms

### 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. If Customer has a site license then Customer is required to maintain Essential Support for all Software covered under a site license. Further, Veritas is not obligated to provide any credits, refunds or extensions of BCS Global when BCS Global is suspended for Customer's failure to maintain Essential Support.

### Support Policies

Except as otherwise provided in this Service Description, BCS Global 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 <http://go.veritas.com/support-fundamentals> 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.

**"Customer Site"** means any Customer production location in the Territory. Any onsite BCS Global will only be delivered at a Customer Site.

**"Territory"** means the countries designated by Customer to Veritas in writing where Customer's Eligible Software is installed in production environments.