



Overview

The Veritas Business Critical Services Premier Additional Product Family (“**BCS Product Family Add-on**”) is a value-added support offering to help meet the discrete needs of Customer by combining proactive support with expedited responses to help minimize Customer IT risk and maximize uptime. The BCS Product Family Add-on is only available to a Customer who has or is concurrently purchasing a base BCS Premier package for a different Product Family (“**Underlying BCS Premier**”), the terms of which are incorporated herein.

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 Product Family Add-on 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. This Service Description applies to any BCS Product Family Add-on purchased or renewed on or after August 6, 2018 or as otherwise agreed by Veritas and Customer.

Service Features

The BCS Product Family Add-on serves to expand the list of Eligible Software of the Underlying BCS Premier entitlement to include the Eligible Software under the Product Family to which Customer has purchased the BCS Product Family Add-on.

- The BCS Product Family Add-on adds an additional two (2) Work Days of account management assistance time for each additional BCS Product Family Add-on Customer has purchased.
- The BCS Product Family Add-on adds an additional two (2) Proactive Support options Customer may take advantage of during any annual term, not to exceed an additional total of six (6) more days. For more information on the Proactive Support options available, please see https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support.html.

All other support deliverables of the Underlying BCS Premier entitlement remain unchanged.

BCS Product Family Add-on Terms

Prerequisites

Customer must hold a valid Underlying BCS Premier agreement to be eligible to purchase the BCS Product Family Add-on. Veritas is not obligated to provide any credits, refunds or extensions of the BCS Product Family Add-On when the BCS Product Family Add-On is suspended for Customer’s failure to maintain the Underlying BCS Premier.