



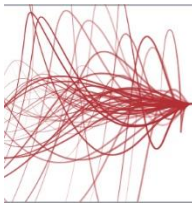
Overview

Veritas Business Critical Services Premier (“**BCS Premier**”) 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. BCS Premier is only available to a Customer who has licensed the particular Veritas software product(s) for which BCS Premier is purchased, as indicated on the Certificate or written agreement referencing this Service 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. This Service Description applies to BCS Premier purchased or renewed on or after August 6, 2018 or as otherwise agreed by Veritas and Customer.

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - BCS Premier Features
- **BCS Premier Terms**
 - Eligible Software
 - Prerequisites
 - Support Policies
- **Definitions**

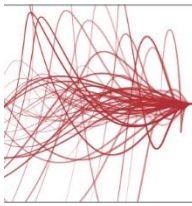


Technical/Business Functionality and Capabilities

BCS Premier Features:

BCS Premier builds upon Customer's 24x7 Essential Support access to provide the following remote value-add support deliverables for the Eligible Software installed in any production environments:

- **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. 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 Premier typically includes up to 20 Work Days of account management assistance for each annual term.
- **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.



BCS Premier Service Description

August 2018



- **Proactive Support.** Customer has access to up to four (4) certain predefined remote proactive support options, not to exceed a total of twelve (12) days, during any annual BCS Premier term, available to Customer upon request, subject to the Product Family for which BCS Premier has been purchased. Proactive support is coordinated through the account manager and are subject to availability. Proactive support is delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any reports. 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.
- **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.

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/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 BCS Premier, then Customer's BCS Premier 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 Premier when BCS Premier is suspended for Customer's failure to maintain Essential Support.

Support Policies

BCS Premier 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.

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