Overview

The Veritas Business Critical Services Remote Product Specialist ("RPS") is a value-added support offering providing Customer with an assigned technical point of contact who is a specialist in a defined Veritas Product Family. RPS is only available to a Customer who has licensed the Veritas software product(s) for which RPS 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 RPS 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

RPS Features:

RPS includes the following support deliverables for the Eligible Software in the applicable Product Family.

- Six (6) Designated Contacts per Product Family.
- Priority call queueing.
- Access to either an Assigned or Dedicated Remote Product Specialist during Regional Business Hours. All calls will be directed to more proficient support specialists outside of Regional Business Hours or in the event the Remote Product Specialist is not available. The following RPS offerings are available and the one Customer has purchased will be indicated on the Certificate or written agreement referencing this Service Description:
  - **Assigned Remote Product Specialist** (sometimes referred to as a "Shared Remote Product Specialist"): Provides Customer with access to an RPS during Veritas’ regional business hours for up to 48 Work Days during each annual term. This RPS is shared with other customers.
  - **Dedicated Remote Product Specialist**: Provides Customer with access to a dedicated Remote Product Specialist during Veritas’ Regional Business Hours for up to 220 Work Days during each annual term. This Remote Product Specialist is not a shared resource but is solely dedicated to a specific customer.
- Special Event Support provides a remote Veritas support resource who is prepared and available during a Customer’s scheduled and planned technical event. Special Event Support delivers Veritas technical support to Customer for support issues on Eligible Software that may occur during planned maintenance windows, such as software upgrades, migrations or disaster recovery testing. Limited to one (1) Special Event Support per annual term to cover a singular planned event for up to 12 consecutive hours. Please note that Special Event Support is not a replacement for professional services as only support-related issues can be addressed by the Veritas support resource.
- RPS activities may include the following:
  - **Stabilize IT infrastructure**
    - Delivers specialized technical knowledge and advanced troubleshooting and coordinates with additional Veritas resources, if needed, to facilitate problem resolution.
    - Knows and understands the Customer environment and priorities and works with the Customer to meet Customer goals and objectives.
    - Notifies Customer of potential critical issues.
    - Serves as a main point of contact for Veritas technical support throughout a case lifecycle and tracks the status of each active Customer case and assists in resolution of cases.
    - Provides periodic case history reports.
    - Participates in discussions regarding plans for future deployments of Veritas software in the applicable Product Family, providing best practice recommendations.
BCS Remote Product Specialist Service Description

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- Expedited Response
  - Direct access to the Remote Product Specialist during Regional Business Hours.
  - If Customer's primary Remote Product Specialist is temporarily unavailable, Customer may either leave a message for the primary RPS or be routed to Veritas' more proficient support personnel.
  - Outside of Regional Business Hours, Customer will receive priority call/case handling to more proficient support personnel with accelerated response times for the resolution of critical issues.

RPS Terms

Eligible Software

Eligible Software is the Veritas software eligible for coverage under RPS, identified by Product Family, at the following URL: [https://www.veritas.com/content/support/en_US/business-critical-services/covered-product.html](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 RPS, then Customer’s RPS shall automatically include such additional Eligible Software without the payment of additional fees.

Although it is highly recommended customers regularly update their Veritas software to current releases, BCS RPS is available for customers who separately purchase Extended Software Support (ESS) or Sustaining Software Support (SSS), as applicable, in addition to Essential Support and BCS for the Eligible Software under this service description. Customer’s purchase of ESS or SSS will permit a customer to continue receive BCS RPS features during the Extended Phase, Sustaining Phase, and until the End of Support Life (EOSL) of such Eligible Software.

Prerequisites

Customer must hold a valid License Agreement for the underlying Eligible Software and have and maintain a current support agreement for Essential Support for the Eligible Software. Veritas is not obligated to provide any credits, refunds or extensions of RPS when RPS is suspended for Customer’s failure to maintain Essential Support.

Support Policies

RPS 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](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

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