Overview
Special Event Support Add-On 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 a customer for support issues that may occur during planned maintenance windows, such as software upgrades, migrations or disaster recovery testing. Special Event Support covers a singular planned event for up to 12 consecutive hours.

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 Special Event Support 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.

Technical/Business Functionality and Capabilities

- Special Event Support provides support during a Customer’s single planned and scheduled event (“Event”). Customer’s Event must be an activity directly or indirectly related to Veritas Eligible Software (within the product family for which Customer has purchased the underlying BCS Remote Product Specialist) that could be impacted by this Event and possibly cause an issue requiring Veritas technical support.
- Special Event Support coverage includes a prepared and assigned resource available for a period of up to twelve (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.

BCS Special Event Support Terms

- Customers must coordinate with Customer’s Remote Product Specialist at least four (4) weeks prior to the Event to help guarantee resource availability. Any Special Event Support planned with less than 4 weeks’ notice is subject to resource availability.
- All required paperwork must be completed by Customer and returned to Customer’s Remote Product Specialist who will provide final confirmation for the Special Event Support.
- Special Event Support may occur on a weekend (Saturday or Sunday). However, Veritas reserves the right to decline Special Event Support on Events occurring on nationally-recognized holidays or other Veritas-recognized holidays.
- Customer must notify Veritas of changes to the details to the Event no later than 48 hours before the commencement of Special Event Support.
• Customer must notify Veritas of a cancellation no later than 48 hours before the commencement of Special Event Support. If Customer fails to do so, the Special Event Support purchased hereunder may be considered consumed regardless, at Veritas’ sole discretion.
• The Veritas support resource will be available for up to twelve (12) consecutive hours during Customer’s Event for the Special Event Support. Any unused hours, including if the Veritas support resource is not engaged at all for Special Event Support during the Event, expire at the end of the Event and will not carry over to another Special Event Support engagement. No refund will be due for any unused hours.
• Special Event Support must be fully used in the 12-month period following Customer’s purchase or it will expire. No refund will be due for any such expiration.

Prerequisites
Customer must hold a valid BCS Remote Product Specialist Agreement for the underlying Eligible Software. Veritas is not obligated to provide any credits, refunds or extensions of BCS Special Event Support when the BCS Special Event Support is suspended for Customer’s failure to maintain BCS Remote Product Specialist.