



Service Overview

The Veritas Business Critical Services Global services (the “Service”) are value added support services that can be configured to meet the discrete needs of Customer that combine personalized proactive services with expedited response to minimize Customer IT risk and maximize uptime.

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 those Services which are described in this Service Description and are provided by Veritas. This Services Description applies to BCS Global Services purchased or renewed on or after June 1, 2017 or as otherwise agreed by Veritas and Customer.

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Technical/Business Functionality and Capabilities

Service Features:

Services include the following services delivered for the Eligible Software installed in production environments in the Territory.

- **BCAM Coverage.** Customer will be assigned a named Business Critical Account Manager (“BCAM”), who will serve as Customer’s primary account contact for Services. The BCAM will (i) deliver account reviews, scheduled at a mutually convenient time; (ii) provide case management assistance; and (iii) be alerted on a 24x7 basis when a Severity 1 case has been logged. The BCAM is available during local business hours for the Customer-designated site in the Territory. BCS Global Services 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 the Services, a “work day” means a standard eight (8) hour workday in accordance with Veritas’ local business hours.
- **Escalation Management.** Customer will have access to Escalation Management on a 24x7x365 basis. Escalation Management will provide monitoring and communication around Severity 1 production system down cases, including BCAM notification of such cases on a 24x7 basis.
- **Designated Contacts.** Customer may designate an unlimited number of individuals in the Territory as “Designated Contacts” to interact with Veritas with respect to the Services. 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 Services and Onsite Support Assistance) throughout the term of Customer’s BCS agreement.
- **Priority call queuing.** Customer will be prioritized in the call queue over similar non-BCS customers.
- **Advanced Team Access.** When contacting Veritas Customer Support, Customer will have access to senior Technical Support Engineers (TSE’s) to assist in case resolution (subject to availability).
- **Proactive Services.** The following Proactive Services are available to Customers upon request. Service delivery is coordinated through the BCAM and delivered by the pool of Business Critical Engineers (“BCE”). Service delivery is dependent upon BCE availability, with the scope of service as agreed between Veritas and Customer for each Proactive Service. All Proactive Services are delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any required reports. All Proactive Services must be delivered during the then-current Agreement term.



Upgrade Assistance Service	Assists Customer in reviewing a documented upgrade plan and provide recommendations for upgrade of a deployed Veritas product from one supported version to another version.
NetBackup Configuration Review Service	An analysis of Customer's deployed NetBackup configuration and current state of the environment. A proprietary data collection process obtains a point-in-time snapshot of the deployed NetBackup operational environment over a fixed duration. Based on the collected data, a BCE will provide a personalized analysis outlining deviations from Veritas' recommended practices, including the potential impact and advice on remediation options.
Storage Foundation High Availability Configuration Review Service	An analysis of Customer's deployed Storage Foundation High Availability configuration and the current state of the environment. A proprietary data collection process obtains a point-in-time snapshot of a deployed infrastructure with minimal Customer effort. Based on the collected data, a BCE will provide a personalized analysis outlining deviations from Veritas' recommended practices, including the potential impact and advice on remediation options.
Enterprise Vault Configuration Review Service	An analysis of Customer's deployed Enterprise Vault configuration and the current state of the environment. A proprietary data collection process obtains a point-in-time snapshot of a deployed infrastructure with minimal Customer effort. Based on the collected data, a BCE will provide a personalized analysis outlining deviations from Veritas' recommended practices, including the potential impact and advice on remediation options.
NetBackup Master Server Hardware Migration	Assists Customer with migration of a supported version of single NetBackup master server software deployment to a different physical hardware server, in order to comply with compatibility matrices, update older hardware platforms, or as part of a master server physical move. The hardware migration may also include changing the operating system on which the NetBackup master server is deployed.
NetBackup Master Server Renaming	Assists Customer with changing the name of a single server NetBackup master server deployment regardless of the hardware or operating system deployed.



NetBackup Master Server Windows Relocation	Assists Customer with a move of a NetBackup master server deployed on a supported Microsoft Windows environment from one drive letter to another within the same hardware platform.
NetBackup Disaster Recovery Testing	Assists Customer with a review of Customer's disaster recovery test plan as it pertains to Veritas products. This Proactive Service requires the NetBackup product to be used for recovery of data.
Enterprise Vault Application Migration Assistance	Assists Customer with migration of a supported version of Enterprise Vault software deployment to a different physical hardware server or virtual server in order to comply with compatibility matrices, update older hardware platforms, or as part of a physical-to-virtual (P2V) move. The hardware migration may also include changing the operating system on which the Enterprise Vault server is deployed. The exact number of Enterprise Vault servers that can be migrated in a single engagement will be customized per engagement and based on various environmental factors.
Enterprise Vault SQL Migration Assistance	Assists Customer with migration of Enterprise Vault SQL databases to a different physical hardware server or virtual server in order to comply with compatibility matrices, update older hardware platforms, or as part of a physical-to-virtual (P2V) move. The hardware migration may also include changing the operating system or version of Microsoft SQL on which the Enterprise Vault databases are deployed. The exact number of SQL databases that can be migrated in a single engagement will be customized per engagement and based on various environmental factors.
Enterprise Vault Discovery Accelerator Round Table	Our Discovery Accelerator Round Table sessions put the legal or HR users in direct contact with a subject matter expert from the Business Critical Engineer team for a compact, interactive "power user" knowledge sharing. Formal classes are always available through Veritas Education; the Round Table sessions help fill the gaps in practical knowledge.



- **Named BCE Coverage.** Customer will have access to up to nine (9) identified BCE's during local business hours at a Customer-designated facility in the Territory for remote delivery of Services designated for BCE assistance. BCE assistance typically 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. The following URL lists, by Product Family, the Release(s) eligible for coverage under Extended Support: <http://go.veritas.com/support-extensions-coverage>. Extended Support consists of Legacy Support, if available, or Sustaining Support, if Legacy Support is not available.
 - **Legacy Support.** Legacy Support consists of the support services described below and is provided by Veritas once a Release has reached the beginning of its Partial Support phase, as such phase is described in the Veritas End of Life Policy for Business Software Products ("EOL Policy").
 - Access to technical support via telephone and web-based communication on a 24x7 basis;
 - Access to the Veritas technical support website including, as available, content specifically applicable to Legacy Support; and
 - Provision of known Fixes/Patches/Workarounds, existing Maintenance Packs, or information from Veritas' technical knowledge base in response to Licensee's requests for assistance
 - **Sustaining Support.** Sustaining Support consists of the support services described below and is provided by Veritas after a Release has reached its End of Support Life, as such phase is described in the EOL Policy.
 - Access to technical support via web-based communication on a 24x7 basis;
 - Access to the Veritas technical support website including, as available, content specifically applicable to Sustaining Support; and
 - Provision of known Fixes/Patches/Workarounds, existing Maintenance Packs, or information from Veritas' technical knowledge base in response to Licensee's requests for assistance



Applicability of Support Policies: 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.

Notwithstanding any language to the contrary in the Enterprise Technical Support Policy or the EOL Policy, the following shall apply to Extended Support:

- Veritas will provide Licensee with the Extended Support services described herein notwithstanding any provisions to the contrary under the EOL Policy. In certain circumstances, however, Extended Support may be modified or terminated by Veritas pursuant to the EOL Policy or as otherwise required by Veritas or its licensors prior to the end of the then-current Agreement term.
- Veritas will use commercially reasonable efforts to provide Sustaining Support within the standard performance targets for all Problems, as detailed in the applicable support guidelines, but in no event shall those efforts be greater than those provided for a Severity 2 Problem.

Eligible Software

Eligible Software for BCS Global is the Veritas software eligible for coverage under the Services, 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 Services, then Customer's Services shall automatically include such additional Eligible Software without the payment of additional Services fees.

Service 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 Services when Services are suspended for Customer's failure to maintain Essential Support.

Support Policies

Except as otherwise provided in this Service Description, Services 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 Services Description, have the meaning given below.

“Customer Site” means any Customer production location in the Territory. Any onsite Services 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.