



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 Service is only available to a Customer who has licensed the particular Veritas software product(s) for which the Service is purchased, as indicated on the Certificate or written agreement referencing this Services Description.

Service Features

BCS Premier Plus Services incorporates all elements of the BCS Premier service description located at <http://go.veritas.com/supportserviceterms> with the exception of the following:

- **BCAM Coverage.** BCS Premier Plus Services typically include up to 55 work days of BCAM assistance for each annual BCS term, with additional BCAM assistance available as a separate offering.
- **Named BCE Coverage.** Customer will have access to an identified BCE during local business hours at a Customer-designated facility in the Territory for delivery of Services designated for BCE assistance. Named BCE Coverage typically includes up to fifteen (15) days of access to the BCE for Customer use.
- **Onsite Support.** Onsite support may be available for assistance with Severity 1 production system down cases and will be delivered at up to five (5) Customer locations in up to three (3) countries in the Territory (each, a “Customer Site”), as further described in the BCS Premier Services Description.
- **Territory.** Veritas will provide BCS Premier Plus Services for Eligible Software installed in production environments in up to three countries within a single geographic area (“Territory”). Customer will designate to Veritas in writing each country that should be included in the Territory. For purposes of this Service Description, the following areas are each considered a single geographical area: (i) North America; (ii) Central America and South America; (iii) Europe, Middle East, and Africa; and (iv) Asia Pacific. All onsite Services will only be delivered at a Customer Site.