

BCS Product Family Add-On Service

Service Description

June 2017



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

The BCS Product Family Add-On service provides BCS Assist Services, Premier Services or Premier Plus Services coverage for an additional Product Family or Families. Veritas will provide BCS Assist Services, Premier Services or Premier Plus Services, as applicable, for Eligible Software installed in production environments in the Territory, provided that all onsite services, if applicable, will only be delivered at the Customer Site(s) specified pursuant to the BCS Agreement.

The BCS Product Family Add-On service also provides an additional four (4) work days of BCAM assistance time.

For BCS Premier Services and BCS Premier Plus Services, the BCS Product Family Add-On service provides an additional four (4) work days of BCE assistance time.

A “work day” means a standard eight (8) hour workday in accordance with Veritas’ local business hours.

Service Specific Terms

Prerequisites

Customer must hold a valid BCS Assist Services, Premier Services or Premier Plus Services Agreement for the underlying Eligible Software. Veritas is not obligated to provide any credits, refunds or extensions of Add-On Services when Add-On Services are suspended for Customer’s failure to maintain Business Critical Services.