



Service Overview

The Veritas BCS Business Critical Engineer (“BCE”) Services (the “Services”) provides a Customer with a named technology expert they can draw on to help assist with support issues. 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.

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.

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Technical/Business Functionality and Capabilities

Service Features:

The Service provides Customer with access to an identified BCE during local business hours for delivery of remote BCS services for a Customer Site. BCE activities may include the following:

- Assisting with production planning to minimize risk to the operating environment and Veritas solutions;
- Providing technical detail and actively participating in the account-planning process and in quarterly business reviews to assess program's status and strategic direction relative to the Customer's business objectives; and
- Assisting in the identification of processes to confirm that the Product Family solutions installed, or to be installed, are compatible with the environment.

The following BCE offerings are available:

- **Named Business Critical Engineer ("Named BCE"):**

Access to an identified BCE during Veritas' local business hours for delivery of BCS Services designated for BCE assistance. The Named BCE offering typically includes up to ten (10) days of access to the BCE for Customer use.

- **Assigned Business Critical Engineer ("Assigned BCE"):**

Access to an identified BCE during Veritas' local business hours for delivery of BCS Services designated for BCE assistance. The Assigned BCE offering typically includes up to thirty (30) days of access to the BCE for Customer use.

- **Part-Time Business Critical Engineer ("Part-Time BCE"):**

Access to an identified BCE during Veritas' local business hours for delivery of BCS Services designated for BCE assistance. The Part-Time BCE offering typically includes up to one hundred and ten (110) days of access to the BCE for Customer use.

Customer is entitled to the specific BCE offering (Named BCE, Assigned BCE or Part-Time BCE) Customer has purchased.

Service Specific Terms

Product Family

Each BCE is an expert in the specific Product Family for which Customer has purchased the BCE offering. Please refer to the definition of Product Family at <http://go.veritas.com/bcs-coverage> for additional information regarding the software included in each Product Family.



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. Veritas is not obligated to provide any credits, refunds or extensions of BCS Business Critical Engineer Services when Services are suspended for Customer's failure to maintain Essential Support.

Support Policies

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.

"Territory" means the single country designated by Customer to Veritas in writing. If Customer wants Services for any additional Territories, these additional Territories must be approved by Veritas.