

This Fixed Price-Fixed Scope Service Description describes the **NetBackup (NBU) Deployment - Additional Server, Control # NBUDEPLOYADDTL20180808** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "Services Instrument" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: a Veritas certificate, or a written statement of work or similar document, between Customer and Veritas with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement is an add-on to NBU Deployment Service ("Base") package and is used to add additional servers that require deployment. This Service cannot be delivered without purchase of the base package, Control # NBUDEPLOY20180808.

Delivery Details

Scope of Service

The Scope of Service and Key Dependencies sections in the Base Package Informational Service Description document(s) are applicable and remain in effect for this additional Service.

The following tasks shall be performed for this Service. Veritas shall:

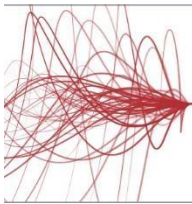
Deploy one (1) additional NBU server of the following types:

- NBU OpsCenter server
- NBU master server
- NBU master/media server
- NU media server

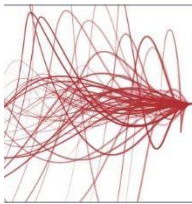
Deliverable: Completed functional testing of one (1) additional NBU server.

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from a Veritas facility. If Customer requires Veritas to perform the Service onsite, the parties will mutually agree on travel and expense fees.
- Work is conducted during Normal Work Hours.
- Implementation needs to be compliant with Veritas Hardware/Software compatibility matrix - <https://sort.veritas.com/welcome/documentation>



- Any activities not listed in the scope of this document are considered out of scope for this project **Customer Responsibilities**. Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/performs per the following prerequisites, assumptions, or dependencies, Veritas' performance of the Service may be delayed, impaired or prevented:
- Customer is responsible for the following tasks:
- Assign a project lead as the single point of contact to coordinate with Veritas
- Manage change control and end user notifications
- If applicable, administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications
- For an NBU media server:
 - Validate that the NBU master server for that environment is operating at a minimum NBU 8.1.X
 - Open a case with Veritas Technical Support to perform NBU catalog checks (i.e., NBU Consistency Check ("NBCC") and "bpdbm –consistency 2") on the NBU master server's catalog. The tools may need to be executed multiple times until it returns "No Inconsistencies"
 - Administer any non-Veritas hardware and software devices
 - Maintain local host files and/or Domain Name Service ("DNS")
 - Troubleshooting of pre-existing NBU related issues within an existing NBU environment with Veritas Technical Support
 - Provide Veritas with full disclosure of any change / freeze plans and timescales at the earliest opportunity
 - Veritas NBU configuration snapshots are generated by Veritas using native Veritas commands and shall be provided as is to Customer
- Veritas strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Veritas does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.



- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Veritas shall invoice Customer or its Reseller in advance of delivery of Services