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This Fixed Price-Fixed Scope Service Description describes the **NetBackup Upgrade Service (to v 8.1) – Add-On, Control # NBUUPGADDON201712** (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 NetBackup Upgrade (v7.0 and higher to v8.1) Service (“Base”) package and is used to upgrade the additional quantity of NBU server purchased (NBU master, media, or OpsCenter server) to NBU version 8.1. This package cannot be delivered without purchase of the Base package. This Service Description is supplemented by the Base Package Service Description.

Note: This Service engagement is applicable for one of the below listed Add-On Server SKU’s:

- 20481 (NBU Upgrade Service v7 to v8 Add on one additional Master)
- 21721 (NBU Upgrade Service v7 to v8 Add on one additional Media Server)
- 20483 (NBU Upgrade Service v7 to v8 Add on one additional OpsCenter)
- 20485 (NBU Upgrade Service supported older version to v8- Add on one additional Master)
- 20486 (NBU Upgrade Service supported older version to v8- Add on two additional Media Server)
- 20487 (NBU Upgrade Service supported older version to v8- Add on two additional Master)

Delivery Details

Scope of Service

Veritas Shall

- Upgrade additional NBU server quantity(ies) (NBU master, media, or OpsCenter server) to NBU version 8.1

Deliverable

Upgrade one (1) NBU 7.7 and higher server to NBU version 8.1, where such server is one (1) of the following depending on what Customer purchased:

- NBU master server

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- NBU media server
- NBU OpsCenter or OpsCenter Analytics ("OCA") server

Upgrade NBU 7.0 and higher server to NBU version 8.1, where such server is one (1) of the following depending on what Customer purchased:

- One (1) NBU master server
- Two (2) NBU media server
- One (1) NBU OpsCenter or OpsCenter Analytics ("OCA") 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.
- Veritas shall only upgrade NBU Master, Media and OpsCenter servers that meet all pre-requisites as detailed at: <https://sort.veritas.com/home>
- Veritas NBU configuration snapshots are generated by Veritas using native Veritas commands and shall be provided as is to Customer

Customer Responsibilities. Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Veritas' performance of the Service may be delayed, impaired or prevented:

- Assign a project lead as the single point of contact to coordinate with Veritas
- Maintain server NBU HW/SW compatibility and identify alternate solutions for unsupported platforms
- Safeguard any NBU pre/post processing scripts or custom scripts on any NBU server
- Maintain and administrate every hardware and software components
- Administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications.
- Provide Veritas with full disclosure of all change freeze plans and timescales at the earliest opportunity.
- 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.



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- 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.

Acceptance Schedule

Acceptance conditions are set forth in the Services Instrument. The milestone percentage below indicates (1) the percentage of the Service to be completed for each milestone and (2) for any Service which is not pre-paid, the percentage of the Service to be invoiced upon acceptance.

Payment Milestone	Acceptance Schedule	Milestone Percentage
Milestone #1:	Upon acceptance of the Service and Deliverable listed herein	100%