This Fixed Price-Fixed Scope Service Description describes the **NetBackup ("NBU") Appliance Premium Deployment Service** (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 to remotely plan and configure one (1) NetBackup (“NBU”) Appliance for each quantity Customer has purchased. This Service is applicable to the Veritas SKU 27449.

**Scope of Service**

**Phase 1 – Discovery / Planning / Project Kickoff.** Veritas and Customer shall:

- Review roles and responsibilities, scope of Service, Customer readiness, resource / schedule requirements, NBU requirements, completed Pre-Engagement Checklist (“PEC”), and existing NBU design data
- Discuss downtime requirements, timelines, and necessary change window(s)
- Planning for the NBU appliance implementation and walkthrough session

**Phase 2 – Deploy.** Veritas shall:

- Configure, and functional test up to one (1) NBU appliance within Customer’s environment
  - For an NBU 52X0 appliance:
    - Configure and functional test one (1) NBU appliance (as a master, media, or master/media server) with up to one (1) disk storage pool.
    - Configure up to one (1) unidirectional auto image replication (“AIR”), if appropriate
  - For an NBU 53X0 appliance:
    - Configure and functional test one (1) NBU media server appliance with up to one (1) disk storage pool.
  - Upgrade/patch and functional test the NBU appliance’s operating system software where applicable.
  - Configure and functional test up to one (1) OST plugin, if applicable.
  - Configure and functional test one (1) appliance hardware monitoring feature, one (1) email address for alert notifications, and one (1) Storage Life Cycles Polices (“SLP”).
  - Configure and functional test the following client types; two (2) NBU standard clients, two (2) NBU enterprise clients, and two (2) NBU database clients.
Phase 3 – Project Review & Close. Veritas shall:

▪ Remove test policies / storage units / storage unit groups / SLPs, where applicable.
▪ Hand-off open technical support cases to Customer’s NBU Administrators / Operations if appropriate

Any Service and/or Deliverables not specifically set forth in herein are considered out of scope.

Deliverable
Completed deployment of one (1) NBU Appliance in Customer’s environment.

Key Dependencies & Customer Responsibilities
Pre-requisites, assumptions, and/or dependencies for the Service are:

• All tasks shall be performed remotely.
• Work is conducted during Normal Work Hours.
• All tasks shall be performed remotely from a Veritas facility during Normal Work Hours and shall be executed contiguously
• NBU appliance is physically installed at the Customer’s site and the Intelligent Platform Management Interface (IPMI) configured in accordance with the Veritas Appliance Hardware Installation Guide (Physical installation of the NBU Appliance may be separately purchased for additional applicable fees).
• NBU 5340 appliances are supported at a minimum NetBackup 8.1/3.1 version only and is dependent on the NBU master server and NBU OpsCenter/OpsCenter Analytics (“OCA”) server running at a minimum NBU 8.1 version
• NBU 5340 appliances cannot use bonded network connections for High Availability heartbeat links and each head unit must be on the same subnet
• Knowledge transfer is provided throughout the engagement and does not replace formal Veritas education / training
• NBU data replication using AIR is a serial process and shall take time to process (replication times vary depending on data, network bandwidth, server resources, etc.)
• Test plans are supplemental to Customer’s testing process / plans

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:

• Any changes to existing NBU policies and/or schedules.
• Validate that Customer’s computing environment’s hardware and software platform’s patches and firmware levels are compliant following Veritas NBU Hardware/Software compatibility documentation - https://sort.veritas.com/welcome/documentation
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- Obtain the necessary NBU license key(s) and software
- Provide Veritas with a prioritized list of clients to be implemented during this engagement and upgrade NBU client system components to meet the latest NBU release’s minimum requirements
- Allocate the necessary infrastructure resources to support the NBU appliance hardware
- Administer DNS and/or local host files are properly configured for the NBU appliance
- Veritas strongly recommends that Customer back up all critical infrastructure 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 the Service
- 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.