



Fixed Price-Fixed Scope
Informational Service Description
NetBackup ("NBU") 8.2 Upgrade Add-on Service

This Fixed Price-Fixed Scope Service Description describes the **NBU 8.2 Upgrade Add-on Service** (the "Service") available to you ("Customer"), if Customer chooses to order. For pricing, quantity, Quote #, and terms and conditions, please reference the Quote form provided with this document. Details of the Service are described below. This Service is an add-on to the NBU 8.2 Upgrade Service base package. Should additional Service be required, add-ons are available for additional applicable fees. In order to purchase this Service, Customer must submit a Purchase Order referencing the Quote # and following purchase description: "**NBU 8.2 Upgrade Add-on Service**".

A. Delivery Details

- 1. Scope of Services:** Any Service and Deliverable(s) not specifically written herein are out of scope.

This scope is an add-on to a base package. 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.

Veritas shall:

- Upgrade an additional single NBU server (NBU master, media, or OpsCenter server) to NBU version 8.2

Deliverable:

Upgrade one (1) NBU 7.7.X and higher server to NBU version 8.2, where such server is one (1) of the following:

- NBU OpsCenter Server or OpsCenter Analytics ("OCA") server
- NBU master server or NBU Appliance ("Appliance") master server
- NBU Media Server or Appliance media server
- NBU master/media server

B. Pricing/Fees

The Quote, presented with this document, shall provide the Total Quantity ordered and Fees including travel and expenses, if required. Fees include all identified Deliverables. Customer shall confirm acceptance by email confirmation within five (5) business days of delivery of Service or Deliverable(s), or the same are deemed accepted.

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.