



This Fixed Price-Fixed Scope Service Description describes the **CloudPoint Quick Start Deployment, Control CPOSSDSG2018** (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 facilitate a rapid deployment of a single Veritas CloudPoint instance in a Customer environment with minimal configuration for each quantity Customer has purchased.

### Delivery Details

#### Scope of Service

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

- Configure and functionally test one (1) CloudPoint on-premise or cloud host/instance
- Demonstrate snapshot creation and restoration using one (1) configured policy

#### Deliverable

- Prepare and deliver a Quick Start As-Built Configuration Document as it relates to the Veritas CloudPoint solution

### 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.
- Relevant firewall configuration to facilitate the use of the Veritas CloudPoint product, any associated products and the designated protocols configured as part of the deployment Service
- CloudPoint minimum system requirements:
  - **AWS:** Ubuntu 16.04 Long Term Support (LTS) instance (t2.medium) -2 vCPU, 4 GB memory with SSD for root disk and additional Elastic Block Store (EBS) volume of 50GB for snapshot asset database
  - **Azure:** Ubuntu 16.04 LTS instance (DS2-v2) -2 cores, 7 GB memory with SSD for root disk and additional 50GB Premium SSD for the snapshot asset database
  - **Google Cloud:** Ubuntu 16.04 LTS instance -2 vCPU, 7.5 GB memory with standard persistent disk and 50GB for snapshot asset database



- **Nutanix Cloud:** Ubuntu 16.04 LTS instance -2 vCPU, 8 GB memory with standard persistent disk and 50GB for Snapshot asset database
- **On-Premise:** x86 physical host with Ubuntu 16.04 LTS, single socket/multi-core CPU, 10GB memory and 50GB storage for the snapshot asset database
- CloudPoint supports the following applications:
  - **Oracle 12c or Oracle 12cR1(single instance only) on RHEL 7.X**
- File Systems (on raw disks/volumes only): XFS, ext2, ext3, ext4 on RHEL 7.X
- Storage, and hardware and software resources, provisioned to the previously stated hosts/instances

**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:

- 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.

### 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%