MOVING AN APPLIANCE
Veritas understands that customers may need to relocate Veritas appliances in response to changes in business requirements, including modification and/or relocation of datacenters. To ensure that any movement of a Veritas Appliance happens smoothly and with limited risk of damage, Veritas recommends that customers read this FAQ. While this is not an exclusive list of questions, it does cover many frequently asked questions related to Appliance relocation.

LOCATION OF APPLIANCE
It is important for Veritas to know where every Appliance is installed, so that if/when Veritas needs to send service personnel and parts to provide onsite support they have the correct location and this will also reduce delays in you receiving the onsite support. In addition, Veritas will use the registered location to determine whether Veritas can offer/provide Essential or Standard Support at that location.

If an Appliance needs to be moved to a new location, Veritas recommends that customers use the Veritas Appliance Relocation Service or utilize the services of a Veritas accredited support partner. If a customer moves an Appliance without utilizing one of these services, then Veritas will require your Appliance to be qualified as service-ready before Appliance Support can be reinstated. Customer will be responsible for returning the Appliance to an acceptable state for Appliance Support.

PLANNING TO MOVE AN APPLIANCE
My company needs to move an Appliance to a different location, what do we need to do?

1. Customers should notify Veritas of the proposed move no later than 10 days prior to the move. Customers should create a support case as the means of providing notification to Veritas of a planned move.

2. Contact your Veritas Account Manager to confirm whether Veritas can provide the same level of Appliance Support in the new location that is being provided under the existing Appliance Support contract.

   • Essential Support —> Standard Support. If the Appliance is currently covered by Essential Support at the original location and only Standard Support is available at the new location and customer chooses to relocate the Appliance, Veritas is under no obligation to deliver Essential Support at the new location. Veritas will provide support at then-available levels in the new location with no impact to fees paid by Customer for support. Upon renewal, Customer should purchase Standard Support for the relocated appliance.

   • Standard Support —> Essential Support. If the Appliance is covered by Standard Support at the original location and Essential Support is available at the new location and customer chooses to relocate the Appliance, customer may choose to upgrade to Essential Support upon completion of the relocation. Customers should contact their Veritas Account Manager for more information about this support upgrade.

3. Engage either Veritas or a Veritas accredited support partner to conduct the appliance relocation.

4. Confirm the new location of the Appliance to Veritas immediately upon completion of the relocation.

5. Veritas, at its discretion, may require your Appliance to be qualified as service-ready before Appliance Support can be reinstated.
My company needs to re-arrange our datacenter and the Appliance needs to be moved from one side of the datacenter to the other?

1. Whilst Veritas does not track the location of an appliance within a Datacenter, Veritas would recommend you engage either Veritas or a Veritas accredited support partner to conduct the appliance relocation.

2. If a customer moves an Appliance without utilizing one of these services, then Veritas will require your Appliance to be qualified as service-ready before Appliance Support can be reinstated. Customer will be responsible for returning the Appliance to an acceptable state for Appliance Support.

If during the planning to move an Appliance, a Customer discovers that Veritas does not offer the same level of Appliance Support or no Appliance Support in the new location, are Customers entitled to a refund on the Appliance Support contract?

1. Veritas is not responsible for a Customer’s decision to relocate an Appliance to a location that offers a different level of Appliance Support or an unsupported location. If possible, Veritas will provide support at then available levels in the new location with no impact to fees paid by Customer for support.

2. Upon renewal, Customer may only purchase Appliance Support at then available levels in the new location.

Can my company purchase a number of Appliances, have them delivered to a central location for configuration and then distribute them across multiple datacenters and/or countries?

1. Veritas can assist a Customer with this purchasing model, provided that the following requirements are met.

2. Customer must provide a list of all intended installation addresses to Veritas Sales, so they can confirm
   - that all locations are Veritas Appliance supported locations
   - the level of Appliance Support available at each location
   - provide details of pricing for Appliance Support in each location in which an Appliance is being installed. Appliance Support pricing will vary depending on the country that the Appliance will be installed

3. Veritas would recommend that you use Veritas Appliance Relocation Services for moving and re-installing the Appliances in the final destinations

4. Customer is responsible for all shipping costs and import/export fees and obligations applicable to the distribution of Appliances from the central location.

5. All requirements applicable to Appliance relocation apply to each Appliance distributed under this model

ALREADY MOVED AN APPLIANCE

We have recently moved an Appliance to a new location without notifying Veritas or following Appliance relocation requirements. What are our responsibilities to ensure that we continue to receive Appliance Support from Veritas?

1. Customers must update the Appliance location via the MyAppliance Portal as soon as possible after moving the Appliance. Under Veritas policy, customers are required to provide 10 days’ advance notice of an Appliance relocation. An Appliance relocation without the required advance notice will cause a delay in Veritas’ ability to provide Appliance Support, and any performance targets for the delivery of on-site break fix support will no longer apply.

2. Contact your Veritas Account Manager to confirm whether Veritas can provide the same level of Appliance Support in the new location that is being provided under the existing Appliance Support contract.
   - Essential Support --> Standard Support. If the Appliance is currently covered by Essential Support at the original location and only Standard Support is available at the new location and customer chooses to relocate the Appliance, Veritas is under no obligation to deliver Essential Support at the new location. Veritas will provide support at then-available levels in the new location with no impact to fees paid by Customer for support. Upon renewal, Customer should purchase Standard Support for the relocated appliance.
   - Standard Support --> Essential Support. If the Appliance is covered by Standard Support at the original location and Essential Support is available at the new location and customer chooses to relocate the Appliance, customer may choose to upgrade
to Essential Support upon completion of the relocation. Customers should contact their Veritas Account Manager for more information about this support upgrade.

3. Engage either Veritas or a Veritas accredited support partner to conduct the appliance relocation.

4. Confirm the new location of the Appliance to Veritas immediately upon completion of the relocation.

5. Veritas, at its discretion, may require your Appliance to be qualified as service-ready before Appliance Support can be reinstated.

**What happens if Veritas is unable to provide the same level of support at the new location?**

1. Veritas is not responsible for a Customer's decision to relocate an Appliance to a location that offers a different level of Appliance Support or an unsupported location. If possible, Veritas will provide support at then available levels in the new location with no impact to fees paid by Customer for support.

2. Upon renewal, Customer may only purchase Appliance Support at then available levels in the new location.

**If after moving the Appliance, a Customer discovers that Veritas does not offer the same level of Appliance Support or no Appliance Support in the new location, are Customers entitled to a refund on the Appliance Support contract?**

1. Veritas is not responsible for a Customer's decision to relocate an Appliance to a location that offers a different level of Appliance Support or an unsupported location. If possible, Veritas will provide support at then available levels in the new location with no impact to fees paid by Customer for support.

2. Upon renewal, Customer may only purchase Appliance Support at then available levels in the new location.

**We have moved our Appliance to a different country, will this affect our Appliance Support contract?**

1. Yes. Customers are only authorized to use the Appliance and receive Appliance Support only in the country stated in your Appliance Support Agreement.

2. Relocation of an Appliance to a different country may result in a change in the performance targets, service levels and/or pricing of the Appliance Support offering available for your Appliance in the new location.

3. Customers are required to follow the requirements set forth above with respect to an Appliance relocation, failure to comply with Veritas requirements for moving an appliance, may impact Customer’s ability to receive Appliance Support and warranty coverage. If Customer moves an Appliance to an unsupported location, Customer may not be eligible to receive onsite or parts replacement under Appliance Support or warranty coverage for such Appliance.

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<tr>
<th>Appliance Support Services Overview</th>
<th><a href="http://go.veritas.com/Appliance-support">http://go.veritas.com/Appliance-support</a></th>
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