

Veritas Appliance Services

Service Description – Standard Relocation Services

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Service Overview

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for the Standard Relocation Service (the “Service”) which is described in this Service Description and is provided by Veritas.

Technical/Business Functionality and Capabilities

Services not specifically set forth in this Service Description are considered out of scope. Customer acknowledges and agrees that Veritas can only perform the Services if Customer provides the required information or performs required actions as set forth in the Agreement or as reasonably requested by Veritas. If Customer has purchased multiple quantities of any Service, as noted on Customer’s Purchasing Instrument, the Service purchased will be performed for each Appliance up to that quantity. In the event that the Customer does not meet any of the applicable Customer obligations/responsibilities, Veritas’ delivery of the Services may be delayed, impaired or prevented.

Service Features

Standard Relocation Service

Service Overview

Standard Relocation Services from Veritas Appliance Services provides Customers with assisted relocation of a Veritas Appliance from a source location (“Source Site”).

The Service, in conjunction with the separate purchase of an Appliance Relocation Logistics Service and Appliance Installation Service, simplifies the logistics process and offers the complete removal, shipping and, if applicable, reinstall of the Appliance with a new factory configuration. Appliance Relocation Services can be purchased in connection with Veritas Appliance Installation & Deployment Services to deliver an end to end relocation and redeployment of an Appliance at a new site (“Destination Site”).



The Service includes the following:

- A remote health check to confirm Appliance readiness prior to relocation of Appliance
- If applicable, a factory reset of the configuration, including removal of any data on the Appliance as part of the factory reset
- Full hardware inventory
- Removal of the Appliance from the Source Site

Other services including, but not limited to the following, are excluded from Standard Relocation Services:

- Appliance Installation Services
- Decommissioning of Appliance from NetBackup domain
- Appliance reclamation
- Certified data destruction
- NetBackup catalog migration
- Appliance hostname migration or change
- Appliance reintegration with data and/or configuration intact.

Service Tasks

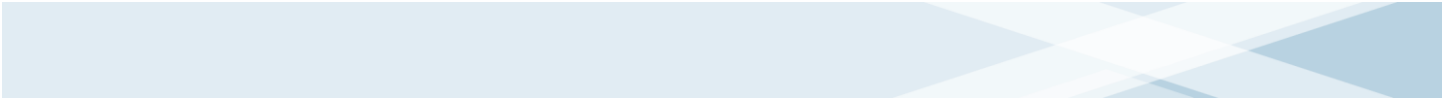
Planning Phase

A Veritas Service Coordinator will work with the Customer to:

- Review roles / responsibilities, resource / schedule requirements, and assist with completion of a Pre-Deployment Questionnaire (PDQ)
- Verify all information in Site Survey for Source Site with Customer and requests any further or missing information
- Verify all site access requirements at Source Site
- Schedule onsite engagements at Source Site
- Schedule delivery of shipping materials (flight case(s), boxes) to Source Site

Engagement – Source Site

- Veritas remote engineer verifies Appliance hardware health, prior to un-rack. Sign-off by customer of Appliance inventory and hardware and health state.

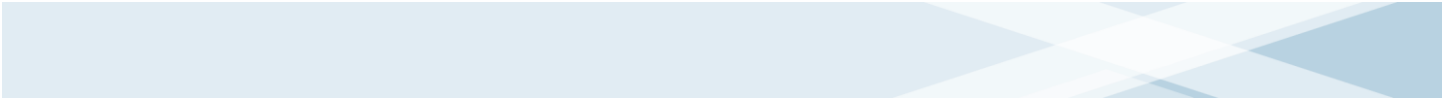
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- Veritas remote engineer runs Veritas Data Collect to inventory system configuration 48 hours prior to power-down and un-rack
 - Customer decommissions Appliance
 - Veritas remote engineer performs factory reset
 - Veritas engineer arrives onsite and verifies Appliance to be un-racked and packed
 - Customer powers down the system
 - Veritas Engineer(s) to un-rack, pack and document the Appliance
 - Remove Appliance rail mounting equipment and all associated parts from the Source Site
 - Flight Case is moved to Customer's shipping dock (if available)

Close Out

- Veritas Service Coordinator assists Customer with address update in MyAppliance portal and all other relevant records
- If applicable, hand-off of engagement to Veritas Service Coordinator for other Appliance Services purchased by Customer
- Customer accepts final relocation as completed.

Customer Responsibilities

- **Location:** Services will be performed within Customer's country based on the Source Site location indicated in the Customer's site survey, based on availability in the "Countries Serviced" section below. Unless otherwise agreed to by Veritas in writing, if Customer requests Service relocation from a country not listed in the "Countries Services" section, Veritas may not be able to provide Services.
- **Project Manager:** Customer will nominate a 'Project Manager' to liaise with Veritas at all times during the provision of the Service. The Project Manager will have the necessary knowledge and authority to make decisions concerning the Service, along with the technical and business resources and knowledge of the Customer's environment to assist Veritas to deliver the Service. Customer is required to have personnel that are NetBackup Administrator(s) and/or have been managing the Customers' NetBackup environment. The service provided does not replace formal Veritas education/training.
- **Facilities:** Customer will provide Veritas with all necessary co-operation, information and support that may reasonably be required by Veritas for the performance of the Service including, without limitation, a



list of relevant IP addresses, URLs and user authentication, access to suitably configured computers, software and hardware products and applicable passwords, at such times as Veritas requests. In addition, Customer will provide Veritas personnel with access to all required buildings, phone systems, internet access, server rooms, and workstations. Customer will also provide access to a suitable conference room facility for meetings, interviews, and facilitated sessions during any onsite portions of the Service.

- Customer must provide Veritas with all information requested including:
 - Site Survey fully populated, including Site Access Requirements
- Customer must secure and back up all data from the Appliance being relocated to another source prior to relocation of Appliance
- Customer is responsible for decommissioning the Appliance from the source environment, if applicable
- Appliance will be ready to be inventoried and powered down upon arrival of onsite engineer at the site
- Customer will receive Veritas Flight Case and have it accessible for Source Site packing of the Appliance
- Appliance being relocated must have a valid Appliance hardware and software support contract
- Customer will provide a WebEx connection to the customer desktop with connectivity to the Appliance at Source Site
- The implementation of the Appliance at the Source Site shall be compliant with the [Veritas Hardware / Software compatibility matrix](#)
- The Service will be performed during Normal Business Hours
- Customer is responsible for its internal change management procedures

Assistance and Technical Support

Customer may separately purchase support services for the Appliance. Support services are not included as part of Veritas Appliance Standard Relocation Services.



Countries Serviced

The Service is subject to all export/import restrictions and laws as outlined in the Agreement. The availability of the Service is limited to the following countries. All requests requiring the Service in countries not listed will not be supported.

Americas	EMEA	APJ
United States of America Canada	United Kingdom France Spain Germany Netherlands Sweden Italy Denmark Belgium Austria Ireland	Region not supported

Definitions

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Services Description, have the meaning given below:

“Appliance” means the Veritas appliance, as specified in the SKU Product Name/Description listed in Customer’s Purchasing Instrument, which includes certain hardware.

“Normal Business Hours” are the hours between 8:00 A.M and 5:30 P.M. local time, excluding weekends and public holidays as observed in the country in which Services are performed.

“Purchasing Instrument” means one or more of the following applicable documents which further defines Customer’s rights and obligation related to the Services: a Veritas certificate or a similar document issued by Veritas, or a written agreement between Customer and Veritas, that accompanies or, precedes the Service.

END OF SERVICE DESCRIPTION