

BCS Premier 360 Data Management Product Family

Service Description

September 2017



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 those Services which are described in this Service Description and are provided by Veritas. This Service is only available to a Customer who has licensed the particular Veritas software product(s) for which the Service is purchased, as indicated on the Certificate or written agreement referencing this Services Description

Service Features

The BCS Premier 360 Data Management Product Family incorporates all elements of the BCS Premier or BCS Premier Plus service description, as applicable based on Customer’s purchase, located at <http://go.veritas.com/supportserviceterms>, as supplemented below. The BCS Premier 360 Data Management Product Family enhances the Business Critical Account Manager (“BCAM”) and Business Critical Engineer (“BCE”) assistance to the following typical total amounts:

	BCAM Time (in work days)	BCE Time (in work days)
BCS Premier 360 DM Bronze	33	18
BCS Premier 360 DM Silver	37	22
BCS Premier 360 DM Gold	45	30

	BCAM Time (in work days)	BCE Time (in work days)
BCS Premier Plus 360 DM Bronze	63	23
BCS Premier Plus 360 DM Silver	67	27
BCS Premier Plus 360 DM Gold	75	35