

# VERITAS™ Backup Exec



## Appliance Support Description Standard

Effective March 3, 2014

Appliance Support for the Veritas Backup Exec appliances consists of the following support features, delivered pursuant to the terms and conditions set forth in the applicable legal agreement or certificate ("Agreement") between the end user ("End User") and Veritas Technologies LLC and/or its subsidiaries ("Veritas").

Capitalized terms not otherwise defined in this Appliance Support Description are defined in the Agreement. Appliance Support is provided in accordance with applicable Veritas Support policies.

### **Appliance Support Features**

Veritas offers one level of Appliance Support for the Backup Exec appliances: Standard. The Standard offering includes the following features:

- 24x7 access to remote technical support provided by telephone or web-based communication
- 24x7 access to the Veritas Technical Support website (<http://go.veritas.com/support>) 24x7 access to the MyAppliance website (<https://my.appliance.veritas.com>) to monitor the state of the registered appliance
- Delivery of Bug Fixes and Patches for Hardware firmware, including technology required to operate the appliance
- The ability to designate up to six (6) individuals per appliance product type to act as liaisons with Veritas Technical Support staff for Appliance Support ("Designated Contacts")
- AutoSupport (as described below), if AutoSupport is available for the applicable Backup Exec appliance and properly enabled by the End User

Standard Appliance Support for Backup Exec appliances also includes delivery of replacement parts as described below.

Service Feature	Standard
<b>Parts Delivery</b>	<ul style="list-style-type: none"><li>• After Veritas Support determines that a replacement part is needed, delivery of the part is targeted for the next business day local business hours<sup>1</sup></li><li>• Timing is impacted by shipment cut-off times and whether the appliance is within 100 miles of a Veritas service location<sup>2</sup></li></ul>

<sup>1</sup> Local business hours are determined by the operating hours of the nearest Veritas service location.

<sup>2</sup> Veritas service location must be located in the same country as the appliance.

### **AutoSupport**

AutoSupport provides remote monitoring to diagnose a variety of potential problems with the appliance. If a problem is detected, the AutoSupport function sends an alert message to the End User's Designated Contacts and to Veritas' Appliance Security Operations Center ("SOC"). The SOC automatically generates a Support case for selected AutoSupport messages, in coordination with the End User.

**Please note:** The End User must enable and maintain AutoSupport via the Call Home feature on the appliance console to receive AutoSupport. The End User is also required to provide the physical address of the appliance and Designated Contact details via the Call Home feature or via the MyAppliance website (<https://my.appliance.veritas.com>).