



Service Overview

The Veritas Business Critical Services Advanced Access services (the “Service”) are value added support services to assist with Customer’s support experience. 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.

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.

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - Service Features
 - Eligible Software
- **Service Specific Terms**
 - Prerequisites
 - Support Policies



Technical/Business Functionality and Capabilities

Service Features:

Services include the following services delivered for the Eligible Software in the applicable Product Family. Delivery of Services is in English.

- Priority Call Queueing.
- Direct access to senior Veritas technical support personnel for Severity 1 and Severity 2 cases.
- Access to the Business Critical Services website.
- An unlimited number of Designated Contacts per Product Family.

Eligible Software

Eligible Software is the Veritas software eligible for coverage under the Service, identified by Product Family, at the following URL: <http://go.veritas.com/bcs-aa-coverage>. The list of Eligible Software may be revised and updated by Veritas from time to time without notice to Customer. If Veritas includes additional software in the Product Family for which Customer currently has Services, then Customer's Services shall automatically include such additional Eligible Software without the payment of additional Services fees.

Service Specific Terms

Prerequisites

Customer must hold a valid License Agreement for the underlying Eligible Software and have a current support agreement for Essential Support for the Eligible Software. If Customer has a site license then Customer is required to maintain Essential Support for all Software covered under a site license. Further, Veritas is not obligated to provide any credits, refunds or extensions of Services when Services are suspended for Customer's failure to maintain Essential Support.

Support Policies

Except as otherwise provided in this Service Description, Services will be provided in accordance with Veritas' Enterprise Technical Support Policy and other relevant support policies, any of which may be revised and updated by Veritas from time to time without notice to Customer. Please refer to <http://go.veritas.com/support-fundamentals> for copies of such policies.