



### Service Overview

The Veritas Business Critical Services Assist Services (the “Services”) offers a base level mission critical support solution for a specific Veritas Product Family. 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.**

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## Technical/Business Functionality and Capabilities

### Service Features:

Services include the following services delivered for the Eligible Software in the applicable Product Family installed in production environments in the Territory.

- **BCC Coverage.** Customer will be assigned a named Business Critical Coordinator (“BCC”), who will serve as Customer’s primary account contact for Services. The BCC will deliver all services remotely which include (i) quarterly account reviews, scheduled at a mutually convenient time; (ii) provide case management assistance; and (iii) be alerted on a 24x7 basis when a Severity 1 case has been logged. The BCC is available during local business hours in the Territory (as defined below). BCS Assist Services typically include up to 15 work days of BCC assistance for each annual BCS term. For purposes of the Services, a “work day” means a standard eight (8) hour workday in accordance with Veritas’ local business hours.
- **Escalation Management.** Customer will have access to Escalation Management on a 24x7x365 basis. Escalation Management will provide monitoring and communication around Severity 1 production system down cases, including BCC notification of such cases on a 24x7 basis.
- **Designated Contacts.** Customer may designate up to six (6) designated contacts in the Territory as “Designated Contacts” to interact with Veritas with respect to the Services for the first BCS Assist Product Family purchased. Each additional Product Family Customer purchases will provide Customer with up to two (2) additional designated contacts in the Territory. Customer’s Designated Contacts are the primary focal point for the BCC at the customer site. They are typically responsible for overseeing requests for assistance, developing and deploying troubleshooting processes within their organization and initiating escalations throughout the term of Customer’s BCS agreement.
- **Priority call queuing.** Customer will be prioritized in the call queue over similar non-BCS customers.
- **Advanced Team Access.** When contacting Veritas Customer Support, the Customer will have access to senior Technical Support Engineers (TSE’s) to assist in case resolution (subject to availability).

### Eligible Software

Eligible Software is the Veritas software eligible for coverage under the Service, identified by Product Family, at the following URL: [https://www.veritas.com/support/en\\_US/business-critical-services/bcs-assist-covered-products.html](https://www.veritas.com/support/en_US/business-critical-services/bcs-assist-covered-products.html). 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 BCS Premier 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.

## Definitions

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

**"Customer Site"** means any Customer production location in the Territory.

**"Territory"** means the single country designated by Customer to Veritas in writing.