

BCS Premier Points Add-On Services

Service Description

November 2015



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.

Service Features

Premier Points may be purchased by BCS Customers to augment their existing services with maintenance-related service engagements. Those service engagements are typically delivered by a Veritas Business Critical Engineer as a remote engagement. The scope of the service engagement will be determined by Veritas based on the complexity and duration of the services required. One (1) Premier Point equates to one (1) BCS resource performing one (1) work day worth of work. A "work day" is equal to a standard eight (8) hour workday in accordance with Veritas' local business hours. Onsite services may be available upon request. Travel and expenses will be invoiced at actual cost in accordance with Veritas' standard business practice.

Service Specific Terms

Prerequisites

Customer must hold a valid BCS subscription to be eligible to use them. All Premier Points expire at the end of the term of the Agreement. Veritas is not obligated to provide any credits, refunds or extensions of Premier Points when the Premier Points expire or are suspended for Customer's failure to maintain the underlying Business Critical Services subscription.