

BCS Remote Call Center Add-On Service

Service Description

April 2016



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 Remote Call Center Add-On Service provides an additional Customer location outside the Territory from which Customer has the ability to open cases under BCS Premier Services or Premier Plus Services ("Remote Call Center"). No onsite BCS Premier Services or Premier Plus Services will be delivered to the Remote Call Center. All support personnel in the Remote Call Center must be able to speak the primary language used in the Customer Site(s) with the BCAM, and Remote Call Center hours of operation must be 24x7x365.

- **Training Entitlement.** Customers of the BCS Remote Call Center Add-On Service may participate in up to two (2) Training Sessions per annum. These Training Sessions are in addition to those Customer has as part of the underlying BCS Premier Services or Premier Plus Services.

Service Specific Terms

Prerequisites

Customer must hold a valid BCS Premier Services or Premier Plus Services Agreement for the underlying Eligible Software. Veritas is not obligated to provide any credits, refunds or extensions of Add-On Services when Add-On Services are suspended for Customer’s failure to maintain Business Critical Services.