

Veritas Verified Support

U.S. Person Technical Support.

VERITAS™

OVERVIEW

Verified Support is the foundational, United States (U.S.)-based Veritas support solution delivered by U.S. persons to assist U.S. agencies with their regulatory compliance needs. Help protect your Veritas software and Appliance investments with 24/7 technical support and access to the latest software and new releases. With Verified Support, you can:

- **Obtain verified U.S. person/U.S.-based technical support**—Address regulatory and policy requirements.
- **Reduce downtime**—Get rapid issue response and access to self-help resources.
- **Ensure upgrades**—Retrieve the latest product updates, upgrades and fixes.
- **Optimize product use**—Access industry best practices and diagnostic tools.

WHAT'S INCLUDED IN VERITAS VERIFIED SUPPORT?

- 24/7 dedicated access to U.S. technical support.¹
- Case ownership and management by verified U.S. person technical support, delivered from a U.S.-based service center.
- Rapid issue response times.
- Unlimited contacts to technical support specialists in Veritas products.
- Round-the-clock, continuous efforts support for Severity 1 cases (upon customer request).
- Self-help options, including the Veritas technical support website and diagnostic tools.
- Deep industry experience and knowledge base.
- Proactive access to bug fixes, patches, security releases and upgrades.
- Expedited Veritas Appliance parts delivery.

BENEFITS TO KEEPING YOUR TECHNICAL SUPPORT UP-TO-DATE

Verified Support offers expert technical support, customer care and online support for your Veritas software and Appliance environments. Verified Support delivers:



Proactive product bug fixes, patches, security releases and upgrades.



Best practices based on deep and wide industry experience.



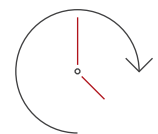
Self-help via access to websites, diagnostic tools and community forums.



Assistance with licensing and renewals.



Security of knowing your software is maintained.



30-minute Severity 1 issue response time.

WE'RE NOT JUST YOUR SUPPORT TEAM—WE'RE AN EXTENSION OF YOUR BUSINESS

You can trust us to help you resolve issues faster and keep your business running.

VERIFIED SUPPORT OFFERINGS

Product	Offering Name	Notes
Software	Verified Support	One-, two- or three-year subscriptions.
Appliance ²	Verified Essential Appliance Support	Includes replacement and repair parts available with a 4-hour delivery SLA. One-, two- or three-year subscriptions.
	Verified Standard Appliance Support	Includes replacement and repair parts available with a next business day delivery SLA. One-, two- or three-year subscriptions.

LEARN MORE

To learn more about Veritas Verified Support, contact your Veritas Representative.

1. Customers requiring Veritas US Citizen support personnel must provide Veritas proof of its lawful basis for US citizenship prior to support delivery. Onsite support may be impacted by personnel availability.
2. AutoSupport is available, but Veritas cannot guarantee U.S. Person / U.S. Based Case Management.

ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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