

Veritas Verified Support FAQ, January-2021

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Q: What is Veritas Verified Support?

A: A 24x7 support offering that allows customers to dial into a dedicated toll-free number and be routed to a USA Person Technical Support Engineer (TSE) located in USA.

Q: How does Veritas define US Person/US-Based assistance?

A: Technical support personnel providing technical dial in support to customers will be U.S. persons located in the United States, meaning individuals who are authorized to work in the U.S. Customers must use the processes Veritas provides to customers when requesting technical support (such as using a support/service identifier) in order to be properly routed for US Person / US-Based Assistance.

Q: Does the program work the same with Appliance Onsite Support?

Onsite Support will be provided by U.S. persons unless Customers provide documentation to support any U.S. citizenship and security requirements prior to delivery of Onsite Support. Target response times for Onsite Support may be impacted by a U.S. citizenship requirement based on resource availability.

Q: Why is this support offering needed?

A: Many United States of America (USA) Public Sector (Federal, State, Tribal and Local government) and criminal justice agencies, Enterprise, non-profit, educational institutions, and organizations handling and export controlled data require USA based technical support delivered by USA persons to comply with policies and/or government regulatory requirements.

Q: Is this support offering available for **just Federal Government customers?**

A: No. any US-based corporate and academic customers may purchase Veritas Verified Support.

Q: How can customers purchase Veritas Verified Support?

A: When a customer's current support contract expires, they can opt to transition their existing support to Veritas Verified Support. New customers can also choose to purchase Veritas Verified Support. New or renewing Customers who do not purchase Verified Support will not be eligible to receive US-based support.

Q: What Veritas products are supported?

A: Most Veritas products that offer Essential Support as described in the [Product Lifecycle Policy](#), are eligible for Veritas Verified Support. New or emerging Veritas products may have limited scope or may not be eligible for Veritas Verified Support. Specific details around limited scope VVS offerings may be found here - https://www.veritas.com/content/support/en_US/contact-us/veritas-verified-support/product-variations.

Q: In addition to Veritas Software are Veritas Appliances supported?

A: Yes.

Q: Is Veritas Appliance Autosupport included?

A: Autosupport is available, but Veritas cannot guarantee US Person / US-Based Case Management for Autosupport.

Q: What Verified Support offerings are available for Software and Appliances?

A: Three Verified Support offerings map against existing global support offerings. These are described in the table (below).

Veritas Support	Global Support	USA Citizen / USA Service Center Support	Comments
Software	Essential Support	Verified Support	
Appliance	Standard Appliance Support	Verified Standard Appliance Support	Includes next business day parts delivery.
	Essential Appliance Support	Verified Essential Appliance Support	Includes 4-hour parts delivery.

Q: Can customers create support cases via a Support Web Page?

A: Yes. Assuming customers use the correct Veritas Verified Entitlement, the case will route to the appropriate Verified Support queue. We cannot guarantee that your case will be routed correctly unless you select the Veritas Verified Support entitlement when creating a case from the Support web portal.

Q: In addition to 24x7 US Person/US Based support, what are the benefits of Verified Support?

A: The benefits would be the same as Essential Support, for Verified Support for software and offer:

- Access to technical support provided by telephone on a 24x7 basis
- Access to the Veritas technical support website on a 24x7 basis
- Continuous Efforts support for Severity 1 Cases (upon customer request)
- Severity 1 Response Target (following acknowledgement) 30 minutes
- Access to Hot Fixes and Patches
- Access to Software Version Upgrades

For appliances:

- Verified Standard Appliance Support target for initial onsite response is next business day.
- Verified Essential Appliance Support target for initial onsite response is 4-hours.

Q: Is Verified Support available outside of the United States?

A: No, Verified Support is just available and published on the US Price List.

Q: What else should I have, when dialing into the Veritas Verified Support line?

A: The Verified Support number and a Support ID. Please note that a Support ID is required when dialing in, to be properly routed for US Person / US-Based Case Management. If you do not know your Support ID, you can refer to this article: [How to Locate Support Entitlement Information](#).

Q: What if I need to Escalate my case?

A: Escalate using the dedicated toll-free number.

Q: Can I open a case through Chat?

A: No, opening a Veritas Verified Support case through Chat is not supported.

Q: How does Veritas handle US Person / US-Based Case Management when a case is advanced to the Subject Matter Expert (SME) or engineering support?

A: All direct communication between the customer and support will be handled by a U.S.-Based Technical Support Engineer. In rare instances where a case requires assistance from a Subject Matter Expert (SME) or engineering (e.g. for new bug fixes or patches) your US-Based Technical Support Engineer may reach out to the SME support or engineering resource who may be located outside of the U.S. Support can partner with the customer to create and gather a clean set of logs (scrubbed) that have no identifiable information with the understanding that some information may be needed by engineering to fully troubleshoot, identify and resolve the issue.

Q: Do all Veritas policies, handbooks, guides, and other documentation discuss Veritas Verified Support?

A: For purposes of Veritas policies, handbooks, guides, and other documentation, Verified Support is equivalent, and can be treated as, Essential Support.

Q: Does Verified Support satisfy the prerequisites for enhanced and extended support offerings?

A: Yes, Verified Support offerings will satisfy any offering (such as Business Critical Services, Extended Software Support, or Sustaining Software Support) that requires Essential Support as a prerequisite. Verified Standard Appliance Support is equivalent to Appliance Standard Maintenance and Verified Essential Appliance Support is equivalent to Appliance Essential Maintenance and either will satisfy any offering (such as Extended Appliance Support) that requires the corresponding Standard Maintenance or Essential Maintenance as a prerequisite.

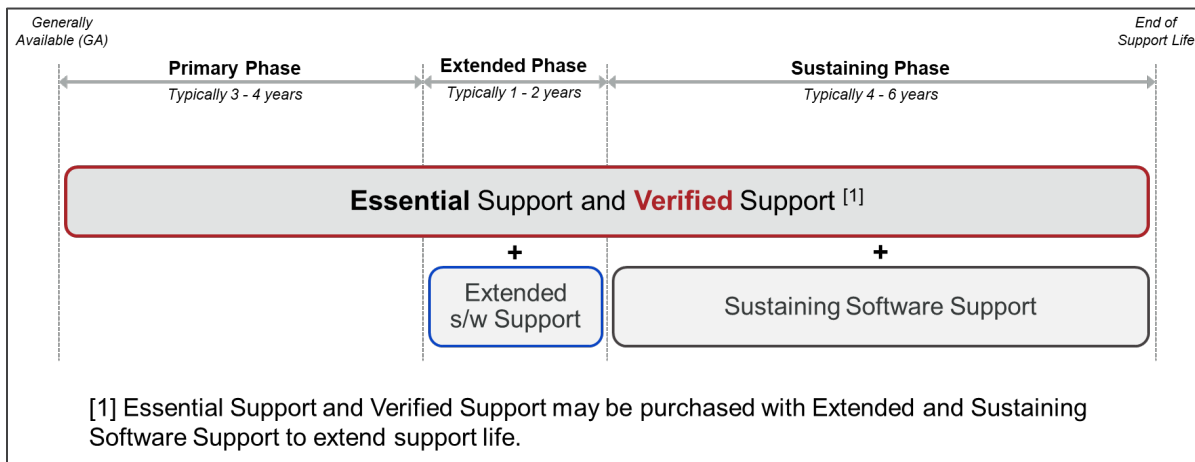


Figure 1. Product Lifecycle Phase Support Model

Resources

Q. Is there additional collateral available about this offering?

A: Yes, additional information can be found at the following webpage:
https://www.veritas.com/content/support/en_US/contact-us/veritas-verified-support.

Q. Who do I contact for more information?

A: For more information contact Customer Care.

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