

**VERITAS™**

# Business Critical Services (BCS) Customer Handbook

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# 1. Overview

## **Mission Statement**

The Veritas Support Services team is committed to responding quickly to your inquiries. Our goal is to keep your IT infrastructure and business information secure and available, and your IT infrastructure compliant. We enable you to leverage the operational functionality of your Veritas licensed software by providing tools, resources and technical assistance.

## **Purpose of This BCS Handbook**

This BCS Handbook provides an overview of the support services available from Veritas, as well as information about the Business Critical Services offering you have purchased.

## **Changes to this BCS Handbook**

Veritas Corporation reserves the right to make changes to this handbook and the policies included herein or referenced hereto at any time. Future revisions to this BCS Handbook will be posted to our enterprise customer Veritas Support Fundamentals website.

## **Additional Information**

If you have questions concerning this BCS Handbook or the policies and procedures included in this Handbook or referenced in it, please:

- Visit [Veritas Support Services](#) online or
- Call your regional Enterprise Support Center at the number listed at [Contact Technical Support](#).

For more information about available Support Services please visit <http://www.veritas.com/support/>.

For additional questions concerning case management activities, please refer to our [Enterprise Technical Support Policy](#) located on the [Support Fundamentals](#) website.

## 2. Veritas Support Services Offerings

To meet customer needs, the Veritas Support Services portfolio provides deep expertise and innovative support technology through a portfolio of flexible offerings designed to help you optimize IT infrastructure and manage IT risk.

### **Essential Support**

Essential Support provides product updates and upgrades, plus 24x7 technical support to ensure that you get the help you need when you need it.

### **Business Critical Services Remote Product Specialist**

BCS Remote Product Specialist (RPS) offers organizations with business critical applications direct access to a designated, advanced level technical expert who supplies personalized, responsive support for a defined Veritas product family. RPS provides:

- Rapid response and issue resolution through your designated Remote Product Specialist
- Notifications of critical issues that may impact performance
- Periodic Case History Reports to identify trends and develop corrective actions as needed
- Deployment planning assistance and best practice recommendations.

### **Business Critical Services Premier**

BCS Premier offers the highest levels of service and support for a specific Veritas product family or all of your Veritas products. BCS Premier provides:

- A designated Business Critical Account Manager (BCAM). Your single point of contact for support, available to oversee support delivery, assist with case management and escalations, coordinate proactive planning, and manage optimization efforts.
- Rapid response, priority queuing, and issue resolution by the most seasoned engineers, 24/7
- Proactive planning and risk management by an assigned Business Critical Engineer.
- Available onsite support for critical issues
- Monthly reporting & account reviews

### **Business Critical Services Assist**

BCS Assist offers an entry level mission critical support solution for a specific Veritas product family or all of your Veritas products. BCS Assist provides:

- A designated Business Critical Coordinator (BCC) available to oversee support delivery, and assist with case management and escalations during local business hours.
- Rapid response, priority queuing and issue resolution by the most seasoned technician engineers, 24x7
- Quarterly reporting & account reviews

## Veritas Support Services Offering Matrix

Technical Support & Services	Essential	Business Critical Services		
		BCS Remote Product Specialist	BCS Assist	BCS Premier
Severity 1 Response Target (following acknowledgement)	30 Minutes	15 Minutes	15 Minutes	15 Minutes
Access to Support Engineers	24x7	24x7	24x7x365	24x7x365
Priority Call Queuing		√	√	√
Caller Entry Point – Regional Business Hours (RBH)	Frontline Team	RPS Engineer	Advanced Team	Advanced Team
Caller Entry Point – Outside of RBH	Frontline Team	Advanced Team	Advanced Team	Advanced Team
Designated Contacts	6 per Software Title	6 per Entitlement	6 per Entitlement	Unlimited
Remote Call Centers		Per Contact Location		Add-On Option
Territory Coverage		Regional	Country	Country
Product Coverage		By Product Family	By Product Family	By Product Family
Case History Reporting		√	√	√
BCS Webinars		√	√	√
Escalation Management		√	√	√
Delivery resource(s)		RPS	BCC	BCAM & BCE pool
Account Manager (RPS, BCC, BCAM) Allocation		5:1	15:1	9:1
Quarterly Account and Services Reviews		√	√	√
Access to a Pool of Business Critical Engineers				√
Designated Business Critical Engineer by Product				Add-On Option
Reactive Onsite Support for High Severity				√
Proactive Remote Technical Services				√
Extended Support	Add-On Option	Add-On Option	Add-On Option	√

### 3. Veritas™ Business Critical Services

This handbook describes processes and procedures applicable to Business Critical Services (BCS). BCS is delivered pursuant to the terms and conditions reflected (i) in a certificate or a manually executed BCS Support Agreement, as applicable; and (ii) enterprise technical support policy; and (iii) other relevant policies. Any terms used in this BCS Handbook shall have the meaning set forth in the certificate, BCS Support Agreement, the Enterprise Technical Support Policy or the Handbook. Please note that Veritas may periodically update this BCS Handbook, and updates will be posted on the [Support Fundamentals](#) website

#### Maintenance Requirements for Support Agreements

The term “Support Agreement” means Veritas’ agreement with you describing the deliverables, entitlements and other terms for the support services that you have purchased for a specific license of software. The Support Agreement includes Veritas support certificates and any documents that the Support Agreement specifically incorporates by reference. This requirement is separate from and does not change customer’s obligation to maintain and pay for Essential Support for other software under any other agreement between Veritas and customer.

BCS is only applicable to [eligible software](#) in production environments, as those terms are more fully defined in the Certificate or BCS Support Agreement. A customer may only subscribe to receive BCS during such time as the customer has and maintains a valid Support Agreement for Essential Support for the eligible software.

#### Business Critical Services Premier

[BCS Premier](#) is Veritas’ most comprehensive technical support offering for enterprise customers. It combines best-in-class, personalized, proactive and reactive services with expedited response targets to help minimize customer IT risk and maximize uptime. BCS Premier offers customizable solutions that can be configured to meet customers’ unique requirements. BCS Premier’s key deliverables include:

- **Business Critical Account Manager (BCAM)** is a designated named resource, focused on your business success and backed by a remote team of advanced support experts.
- **Business Critical Engineers (BCE)** provide you with the highest level of technical expertise available from Veritas, and a comprehensive set of proactive and reactive services provided remotely to assist you in meeting the ever-increasing demands of your critical production environment(s).
- **Onsite Visits** to your critical locations to resolve specific critical incidents to help return your Veritas enterprise products to optimal performance.
- **Remote Proactive Services** gives access to a portfolio of proactive services that are designed to help you maximize the efficiency and productivity of your Veritas products.
- **Priority response** offers an inside track to experienced Veritas support technicians.
- **Proactive ownership** of critical issues by your BCAM to help you drive critical issues to resolution.
- **Tailored Support Planning** to outline your unique support requirements.
- **Account Reviews** to evaluate progress against the account support plan, discuss open issues, and make any necessary plan changes to continuously help improve the support of your Veritas technologies.
- **Case History Reporting** to identify recurring support issues and trends as well as identify areas in need of improvement.
- **Extended Support** gives you more time to plan your upgrade and lengthens the useful life of your IT assets.

Further details regarding the BCS Premier offering can be found at [Business Critical Services: Service Descriptions](#). Alternatively, you can contact your designated BCAM or BCE who would be happy to answer any questions that you may have.

## **Premier Business Critical Services Account Team**

As a BCS Premier customer, you are entitled to receive account management services from Veritas. Your support team includes a Business Critical Account Manager (BCAM) as well as access to Business Critical Engineers (BCEs) who possess advanced knowledge of the Veritas product portfolio and the skill-sets to provide enhanced technical services available under the offering purchased. Your Business Critical Services team is complementary to the Support Services organization that delivers your standard support services. Together, the Business Critical Services and Support Services organization deliver more rapid responses to your critical situations, and offer proactive services to help you avoid unplanned outages.

### **Your BCAM: Working with you**

Your BCAM serves as the focal point for your relationship with Veritas Support Services organization. BCAM activities may include gathering information to profile your environments for faster case resolution, assisting in upgrade planning for Veritas applications, and general facilitation of contact between your organization and Veritas. The BCAM's goal is your satisfaction. As such, the BCAM will serve as your advocate within Veritas, manage technical resolution of critical issues, and help you escalate cases as necessary. The BCAM may also be able to recommend professional services if necessary. The BCAM organizes remote and onsite support where appropriate, acts as a liaison with the BCS pool of BCEs, and helps coordinate delivery of Veritas services so that such services are delivered on schedule.

Depending on the level of service purchased, your BCAM will provide either semiannual or monthly Account Reviews to evaluate progress against your account support plan, discuss open issues, and make any necessary plan changes to help continuously improve the support of your Veritas solutions.

The BCAM also serves as a named contact who is alerted when a Severity 1 case has been logged. The BCAM serves as the point of contact for providing Case Management assistance. With the exception of certain Account Reviews, BCAM services are generally delivered remotely.

### **Contacting Your BCAM**

Your Business Critical Services account team is available to you 24x7. For high severity situations, your BCAM will be alerted. If your named BCAM is not available an alternate BCAM is assigned to assist you. For non-urgent requests outside of regional business hours, a member of your BCAM's account team may initiate contact, but the BCAM will be aware of all open cases for your account. Your named BCAM will provide you with his or her contact information and the contact information for the alternate BCAM in the event he or she is not available.

### **Premier Offering Entitlements**

Your BCS Premier offering has been tailored to meet your specific needs. Your certificate or manually executed BCS Premier Support Agreement will outline the number of days your BCAM will be available to you during the term of service purchased. Your Premier support solution includes up to 25 workdays of BCAM time per annual period. Additional BCAM time is available for purchase as needed.

### **Your BCE: Working with you**

Your BCS Support Agreement entitles you access to a pool of BCEs via escalations or requests by your BCAM. BCEs are product centric, and are available based on the products eligible for coverage under your BCS Support Agreement. The BCEs are available 24x7x365 to respond to critical situations that have been escalated by your BCAM. BCEs are also available to deliver the portfolio of proactive and reactive services. Your Premier support solution includes up to 10 workdays of BCE time per annual period. Additional BCE time is available for purchase as needed.

## Access to the BCE Pool

There are three scenarios in which a BCAM will access the BCE Pool on your behalf:

1. **Proactive Service.** From time to time your BCAM may recommend any number of proactive services to assist you in ensuring that your environment is running appropriately and within Veritas guidelines and best practices. Upon agreeing that you would like to move forward with a given proactive service, the BCAM will submit a service request to the BCE pool to secure a BCE that is knowledgeable in that particular proactive service.
2. **High Impact Case.** Should you experience a “high impact” case (typically a Severity 1), the BCAM may reach in to the BCE Pool to secure a BCE that can review the case and assist TSE as appropriate to help drive the case to resolution.
3. **Technical Product Assistance.** Your BCAM may request the participation or assistance of a BCE to assist you with product related questions, planning, advice, and counsel.

## Access to Named BCEs

If desired, a Named BCE Add-On Option can also be purchased to augment your support solution. A Named BCE provides the services delivered by the BCE Pool above, and is also able to personalize your support experience with an in-depth understanding of the Veritas products for which you have purchased. The Named BCE will get to know your staff, processes, infrastructure, and provide a level of Veritas technical continuity to help anticipate and respond in a quicker, more tailored fashion to your technical product needs.

The Named BCE is also active in the account planning process and provides technical input to any account reviews provided by your BCAM.

## BCE Onsite Support Assistance

BCEs may be available for onsite support of Severity 1, System down cases, operating as an extension of the Support Services organization to help expedite resolution of a specific case. Work with your BCAM to determine if an onsite support visit is appropriate for your situation.

**Note:** Depending on the situation, the BCE may be more effective contributing to case resolution remotely. For any critical situation, the objective of the BCE team is to expedite problem resolution and foster the highest levels of customer satisfaction.

## BCS Proactive Services

Your BCS Premier Support Agreement entitles you access to a number of remote proactive services. Examples of these services include:

### Disaster Recovery Testing Support

Disaster Recovery (DR) Testing Support is a proactive service that offers support during the execution of a DR test. Prior to the test, the BCE will review the test plan and offer technical recommendations. The BCE will be available to engage with the customer if issues requiring support occur during the test.

### Upgrade Assistance

Upgrade Assistance offers support during the execution of a Veritas product upgrade. Prior to the upgrade, the BCE will review the plan and offer technical recommendations. The BCE will be available to engage if issues requiring support occur during the upgrade.

### Configuration Reviews

BCS Configuration Reviews are product specific proactive services that review your Veritas environment, and provide findings and recommendations for improving stability. These services include a formal report as a standard deliverable.

For a full service description and to coordinate the delivery of your proactive services, contact your BCAM and/or see [Business Critical Services: Service Descriptions](#).



## Extended Support

The Support Extensions Program is a suite of services that have been designed to meet the changing support needs of customers on older versions of our software. Upgrading can be complicated and may require planning and budgeting for new hardware as well. Our extension services extend the Support Lifecycle, giving you valuable time to plan an upgrade. In effect, it extends the useful life of your hardware assets while providing you with the assurance that if something unexpected occurs with your older hardware, Veritas Technical Support is available to help you recover your data. Veritas offers two levels of Extended Support.

- **Legacy Support** - Legacy Support provides 24x7 phone support together with access to currently available content updates, maintenance packs and minor releases. In addition, it includes access to future software version upgrades.
- **Sustaining Support** - Sustaining Support is a more limited level of support delivered via [MyVeritas](#) and email. Sustaining Support provides access to our technical support engineers to access currently available content updates, maintenance packs and minor releases. In addition, it includes access to future software version upgrades.

For a full list of supported products, versions, and dates, please refer to the [Support Extension Supported Products](#) page.

BCS customers are entitled to the highest level of Extended Support that is available for the product/version in question. I.e., if Legacy Support is available for a particular product/version, customers will be entitled to Legacy Support. If Legacy Support is not available, customers will default to Sustaining Support.

## Business Critical Services Remote Product Specialist

The Remote Product Specialist (RPS) offering is ideal for enterprises that operate one Veritas product family across multiple machines and networks. The RPS offering provides a designated technical point of contact who is an expert in a particular product family. This expert, called a Remote Product Specialist, manages your product-specific critical issues during local business hours and is backed by a team who will assist on service needs outside of local business hours. This offering includes:

- Direct access to a designated product specific technical expert backed up by a team of advanced line experts. Deep product knowledge and familiarity with your IT environment results in rapid issue diagnosis and enables us to address your problem quickly
- Six designated contacts per product family purchased

Further details regarding the RPS offering can be found at [Business Critical Services: Remote Product Specialist](#), or by contacting your designated RPS, who will be happy to answer any questions you may have.

## Your Remote Product Specialist: Working with You

When you're assigned your Remote Product Specialist you will have an initial kick off meeting. At that time you will be provided with a direct dial phone number and assigned email address for your account.

## Assigned Remote Product Specialist

When you purchase the Remote Product Specialist offering, a named Remote Product Specialist will be assigned to work with you and your team, which can include up to 6 designated contacts. Your Remote Product Specialist is your assigned point of contact for support on all products within a specific product family during local business hours. You will receive up to 48 workdays of support of their available time.

Once assigned, your RPS will host an introduction call to meet your team and to gain an understanding of your environment (products deployed, configuration, versions, etc.), and how your company conducts business (change controls, key deliverables and security requirements, etc.). Your RPS uses this information to expedite troubleshooting and to tailor the support and the information they provide to meet your specific needs and concerns.

Your RPS will provide information on how to open a case, both during and outside local business hours, along with their contact information, your contract information, and escalation points of contact.

During your local business hours, you will have direct access by phone and e-mail to your named Remote Product Specialist. Outside of local business hours, or in the event your RPS is temporarily unavailable, you can access Veritas' team of advanced technical experts by calling your regional Enterprise Support Center at the number listed at [Contact Technical Support](#).

### **Dedicated Remote Product Specialist**

The Dedicated Remote Product Specialist provides all the benefits described above in the Assigned Remote Product Specialist section, but the Dedicated Remote Product Specialist is fully dedicated to your company, providing up to 220 workdays of technical support per annual period.

For further information and a full Remote Product Specialist service description, contact your Remote Product Specialist and/or see the [Business Critical Services: Service Descriptions](#).

### **Business Critical Services Assist**

BCS Assist offers an entry level mission critical support solution for a specific Veritas product family or all of your Veritas products. It's designed from large commercial, small enterprise accounts that have a minimal tolerance for downtime. BCS Assist provides:

- **A designated Business Critical Coordinator (BCC)** available to oversee support delivery, and assist with case management and escalations during local business hours.
- **Rapid response, priority queuing** and issue resolution by the most seasoned technician engineers, 24x7
- **Quarterly reporting & account reviews** to discuss open issues, and make any necessary plan changes to continuously help improve the support of your Veritas technologies

### **Your BCC: Working with you**

Your BCC serves as the focal point for your relationship with Veritas Support Services organization. BCC activities may include gathering information to profile your environments for faster case resolution and general facilitation of contact between your organization and Veritas. The BCC will serve as your advocate within Veritas, manage technical resolution of critical issues, and help you escalate cases as necessary.

Your BCC will provide quarterly account reviews to evaluate progress against your account support plan, discuss open issues, and make any necessary plan changes to help continuously improve the support of your Veritas solutions.

The BCC also serves as a named contact who is alerted when a Severity 1 case has been logged. The BCC serves as the point of contact for providing Case Management assistance. All BCC services are delivered remotely.

### **Contacting Your BCC**

For high severity situations, your BCC will be alerted. If your named BCC is not available an alternate BCC is assigned to assist you. For non-urgent requests outside of regional business hours, a member of your BCC account team may initiate contact, but the BCC will be aware of all open cases for your account. Your named BCC will provide you with his or her contact information and the contact information for the alternate BCC in the event he or she is not available.

### **BCS Assist Offering Entitlements**

Your BCS Assist offering has been tailored to meet your specific needs. Your BCS Assist support solution includes up to 15 workdays of BCC time per annual period.

## 4. How to Get Support

### General Information

The following Self-Service Options are available to all customers who have purchased a Business Critical Services offering.

### MyVeritas Case Management Portal

[MyVeritas](#) is a secure, interactive and personalized website that allows you to directly communicate with Enterprise Support via the web to initiate, track, update and close service requests, as well as review your closed cases and their resolutions. [MyVeritas](#) allows you to manage cases that have been opened on the Web or by phone.

### Telephone Support

Telephone support for Business Critical Services customers allows you to contact your local Veritas Support Services center about any problem 24x7x365. A list of support contact numbers can be found at [Contact Technical Support](#). Note: RPS Customers will be given a direct dial number to their RPS.

### Enterprise Support Center Regional Coverage and Languages

Our Support Services include delivery of those services in English. We may also provide certain local language capabilities. A list of our local language capabilities can be found at on the [Support Fundamentals](#) website.

### Designated Contacts

You must register staff members as designated contacts to act as a liaison with Veritas Support Services staff. The number of designated contacts you are eligible to appoint differs based on Support Services offering purchased.

- BCS Remote Product Specialist → Six Designated Contacts per product family
- BCS Premier Services → Unlimited designated contacts per product family
- BCS Assist → Six Designated Contacts per product family

To better facilitate providing Support Services to you, your designated contacts should have a thorough understanding of the specific Veritas product that is the subject of the case, along with applicable technical and product knowledge needed to assist with the timely resolution of a case. If we believe your designated contact lacks the necessary technical and product knowledge to help address the problem, we may request that you replace your designated contact with someone who has more technical or product knowledge to help progress the case. If qualified designated contacts are not available throughout the problem troubleshooting process, Veritas' ability to assist you will be adversely affected. When you log your case or escalate a case, you may identify specific individuals as your designated contact(s) for that case.

We offer education and training courses covering product familiarization. Information regarding Veritas Education can be found at [Veritas Education](#).

## Registering or Updating Designated Contacts

Please register all your Designated Contacts through your BCAM, BCC or RPS. In order to provide timely support, it is important that you keep your designated contacts information accurate and up to date.

## Severity Levels

You will be responsible for determining the initial severity level of each problem you log with us. The severity level reflects your assessment of the potential adverse impact to your business and must match the severity level definitions below. If we determine that the severity level assigned to your case does not align with our definitions, we will re-categorize it to reflect those definitions. As your case progresses, the seriousness of your problem may change and may no longer match the initial severity level you assigned. In such cases, we will also reclassify your case to reflect our definitions, and will handle your case in accordance with the corrected severity level.

Severity Level	Impact or Significance of Problem	Response Target Following Acknowledgement
<b>Level 1</b>	Severity 1 or Severity Level 1 means that a problem has occurred where no workaround is immediately available in one of the following situations: (I) your production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of your mission critical data is at significant risk of loss or corruption.	Within 15 minutes
<b>Level 2</b>	A problem has occurred that severely impairs a major functionality. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	Within 2 hours
<b>Level 3</b>	A problem has occurred that has had a limited adverse effect on your business operations.	Within 6 hours
<b>Level 4</b>	One of the following: <ul style="list-style-type: none"><li>• A problem where your business operations have not been adversely affected;</li><li>• A suggestion for new features or an enhancement regarding the licensed software.</li></ul>	By same time next business day

## Opening a Support Case

When opening a support case for your licensed product either via phone or via [MyVeritas](#), please ensure you have gathered the following information. This will ensure that your case is labeled correctly and will assist in expediting the resolution of your issue.

## Company and Contact Information

- Your Veritas Support ID (SID) (a unique set of letters or numbers assigned to you to indicate your entitlement under the support offerings you have purchased.)
- Your company name
- Location (The location of the actual problem)
- Name, email address, phone, and extension of contact

## System and Software Information

- Veritas product and version
- Platform (OS) and version

## Severity Level

- Assign a Severity Level of 1 to 4 as outlined in this BCS Handbook.

## Problem Statement

- **Please provide a concise summary of the problem you are experiencing. As you describe your problem, please include the impact the problem is having on your business.**

**Note:** Be sure you have direct access to the system you need us to troubleshoot.

## Contacting Veritas Support Service by Telephone

Telephone support for Business Critical Services customers allows you to contact your local Veritas Support Services center about any problem 24x7x365. A list of support contact numbers can be found at [Contact Technical Support](#).

## Contacting Veritas Support Services Electronically

To open a case electronically, customers should go to [MyVeritas](#) and follow a 3-step workflow:

STEP 1	STEP 2	STEP 3
Select a category	Provide details	Submit the case

At Step 3, suggestions from our knowledge base may assist in resolving your problem without the need to open a case. If these suggestions do not resolve the problem, you will be directed to provide your contact details and a brief summary of the problem you are experiencing.

Once you complete and submit this information, you will receive an 8 digit case number. Veritas will contact you based on the target response timeframes for the severity level of the problem and your Support Agreement.

You will be able to communicate online through [MyVeritas](#) with the Support personnel assigned to your case and track the progress of open cases in your name. Accessing Veritas Enterprise Support electronically does not incur any additional costs.

## Case Management

### Acknowledgement

Case management is broken into several key activities. The first activity involves Veritas acknowledging that you have contacted us by phone or by [MyVeritas](#) about a problem. Our goal is to acknowledge your request for assistance within 5 minutes.

When we acknowledge the problem electronically or by phone, we will verify your entitlement to receive support services and note the severity level you assigned to the problem. An email acknowledging the problem will be sent to the case contact.

## **Troubleshooting**

The Technical Support Engineer (TSE) assigned to your case will ask specific questions about the problem to drive the problem to final resolution. The TSE will work to isolate the cause of the problem, which may involve you answering further questions, running diagnostics, applying patches, and granting remote access.

## **Case Management Activities**

Veritas will use commercially reasonable efforts to carry out the related activities within the targeted timeframes. However, Veritas has no obligation to meet any specific response or resolution time frame. Note that if you have logged a severity level 1 problem, our initial efforts will focus on making your software operational and there may be temporary degradation in performance while we continue to work to address your problem.

## **Monitoring and Updating a Case**

The TSE managing your case will update you on your case's status and maintain a current plan of action. You will be able to monitor the status of the case and interact with the assigned TSE via the [MyVeritas](#) web portal.

If you need to call Veritas Support Services regarding an open case, please call the unlisted 800 number for technical support. Please contact your BCAM or BCC to secure this number. A representative will transfer your call to the TSE managing your case. If that TSE is unavailable, you can leave the TSE a voicemail message. You may also update your open support case by sending an email to [CustomerCare\\_Enterprise@veritas.com](mailto:CustomerCare_Enterprise@veritas.com). When doing so, you must include the reference ID listed in the original case acknowledgement email sent by Veritas Support Services.

## **Escalation Process**

Veritas is committed to delivering high quality products and support services to our customers. In the event that you have questions about your case or are not satisfied with the way your case is being handled, please contact your BCAM or BCC immediately.

## 5. Enterprise Technical Support Policy

The worldwide Enterprise Technical Support Policy describes the support services we offer to customers who have a current Support Agreement with Veritas covering software licensed from Veritas, and who are using that software in a supported configuration, in accordance with the terms of their license agreement and documentation. Our current support policy can be found at the [Support Fundamentals](#) website.

This BCS Handbook and the support policy apply to the Veritas software products identified as eligible for coverage at [Supported Products](#). The support policy states the terms under which we will provide support services to you. This BCS Handbook includes additional definitions of terminology and describes customer responsibilities.

### Support Agreement

The term “Support Agreement” means Veritas’ agreement with you describing the deliverables, entitlements and other terms for the support services that you have purchased for a specific license of software. The Support Agreement includes Veritas support certificates and any documents that the Support Agreement specifically incorporates by reference.

### End of Life Policy

Veritas provides different levels of deliverables under your Support Agreement depending on where your software is in its lifecycle. For more information on our product lifecycles and related Support Services deliverables during those lifecycles, please refer to our [End of Life policy - Business Products](#) as well as [Veritas End of Life Policy](#).

## 6. Customer Care

Customer Care responds to non-technical licensing and serialization questions related to Veritas' enterprise products. These may include license activation, software version upgrades, product access and renewals. Should you require assistance in any of these areas, please visit [Veritas Enterprise Customer Care](#).

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Appendix – Contact Information

<b>MyVeritas (Open or manage a case)</b>	<a href="https://my.veritas.com">https://my.veritas.com</a>
<b>Enterprise Technical Support Policy</b>	<a href="https://www.veritas.com/support/en_US/terms/support-fundamentals.html">https://www.veritas.com/support/en_US/terms/support-fundamentals.html</a>
<b>Enterprise Support by email</b>	<a href="mailto:CustomerCare_Enterprise@veritas.com">CustomerCare_Enterprise@veritas.com</a>
<b>Regional Enterprise Support Center Phone Numbers</b>	<a href="https://www.veritas.com/support/en_US/contact-us.html">https://www.veritas.com/support/en_US/contact-us.html</a>
<b>Veritas Enterprise Customer Care</b>	<a href="https://www.veritas.com/support/en_US/contact-us.html">https://www.veritas.com/support/en_US/contact-us.html</a>
<b>Veritas Technical Support</b>	<a href="https://www.veritas.com/support/">https://www.veritas.com/support/</a>
<b>Veritas Support Services Telephone Support Options</b>	<a href="https://www.veritas.com/support/en_US/contact-us.html">https://www.veritas.com/support/en_US/contact-us.html</a>
<b>BCS Telephone Support (U.S.)</b>	Please contact your BCAM, BCC or RPS
<b>Update Designated Contacts</b>	Please Contact your BCAM, BCC or RPS