

# Veritas Appliance Support Description

Expertise to maximize your appliance investment.



## OVERVIEW

Appliance Support consists of the Standard and Essential support offerings described below, delivered pursuant to the terms and conditions set forth in the applicable legal agreement or certificate (“Agreement”) between the end user (“End User”) and Veritas Technologies LLC and/or its subsidiaries (“Veritas”). Please refer to your agreement to confirm the type of Appliance Support offering you have purchased.

Capitalized terms not otherwise defined in this Appliance Support Description are defined in the Agreement. Appliance Support is provided in accordance with applicable Veritas Support policies.

Appliance Support Feature Details	Appliance Support Feature Details	Standard	Essential
Remote Technical Support	<ul style="list-style-type: none"><li>Access to remote technical support provided by telephone or web-based communication</li></ul>	24/7	24/7
Veritas Support Website	<ul style="list-style-type: none"><li>Access to the Veritas Support website (<a href="https://www.veritas.com/support/">https://www.veritas.com/support/</a>)</li></ul>	24/7	24/7
NetInsights Console Website	<ul style="list-style-type: none"><li>Access to NetInsights Console Website to monitor state of registered Appliance (<a href="https://systemhealth.netinsights.veritas.com">https://systemhealth.netinsights.veritas.com</a>)</li></ul>	24/7	24/7
Designated Contacts	<ul style="list-style-type: none"><li>Ability to name defined users per Appliance to act as contacts with Veritas Technical Support staff for Appliance Support (“Designated Contacts”)</li></ul>	Included	Included
Bug Fixes and Patches	<ul style="list-style-type: none"><li>Delivery of Bug Fixes and Patches for hardware firmware, provided in Veritas’ discretion</li></ul>	Included	Included
AutoSupport	<ul style="list-style-type: none"><li>24/7 Remote monitoring of Appliance system health</li><li>If a problem is detected, the Appliance will transmit an event to the Veritas AutoSupport service.</li><li>Call Home Services team (“CHS team”) will review and determines course of action, including creating a Support case, if applicable.</li><li>Provided if available for the applicable Appliance hardware and software platform</li><li>Provided if properly enabled by the End User<ul style="list-style-type: none"><li>Must enable “Call Home” feature on the Appliance console</li><li>Must provide network connectivity to the Veritas AutoSupport service</li><li>Must provide physical address of the Appliance and Designated Contact details via the NetInsights Console Website</li></ul></li></ul>	Included	Included
Onsite Support	<ul style="list-style-type: none"><li>Onsite support service to assist with Hardware problems, provided at the Appliance location registered with and approved by Veritas.</li><li>After Veritas Support determines that an onsite response is needed, initial response for onsite support service, including applicable parts, in the targeted timeframe.</li><li>Timing is impacted by shipment cut-off times and location of the Appliance as it relates to the applicable Veritas service location.</li></ul>	Target for initial onsite response = next business day local business hours*	Target for initial onsite response = 4 hours*

This Appliance Support Description applies on a global basis. Veritas reserves the right to amend this Appliance Support Description periodically and will post updates at <https://www.veritas.com/company/legal/license-agreements>.

\* Additional shipment time may be required where the full enclosure or frame of an Appliance requires replacement. If applicable, local business hours are determined by the operating hours of the applicable Veritas service location. In some areas, working hours are defined and limited by local government regulations and restrictions. Relocation of an Appliance may impact the ability to provide Veritas onsite support.

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## ABOUT VERITAS

Veritas Technologies is a global leader in data protection, availability and insights. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on Veritas 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, the 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](http://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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2625 Augustine Drive, Santa Clara, CA 95054  
+1 (866) 837 4827  
[www.veritas.com](http://www.veritas.com)

For specific country offices and contact numbers, please visit our website.  
[www.veritas.com/company/contact](http://www.veritas.com/company/contact)

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