

# Arctera Technical Support Policy

This Technical Support Policy ("**Policy**") is effective February 1, 2026, and applies on a global basis. It describes the Support we provide to customers for Software covered under active Agreements. We reserve the right to amend this Policy periodically and will post updates at <https://www.arctera.com/license-agreements>.

**Scope:** Arctera will deliver Support for your Software in accordance with the terms of this Policy. We will provide Support for Software used in a Supported Configuration. Note that the terms of your Agreement supersede any inconsistent terms in this Policy. You are entitled to receive Support during the term of your Order and in the country or countries for which you have purchased Support, provided that the applicable Software is installed at locations in which you are authorized to use such license. Capitalized terms when used in this Policy are defined herein, in your Support Agreement, License Agreement, or support handbook ("**Handbook**").

**Language Support:** We provide Support in English.

**Designated Contacts:** We will provide Support to you through your Designated Contacts. Your Designated Contacts will be responsible for (i) overseeing your request for assistance, and (ii) developing and deploying troubleshooting processes within your organization. Your Designated Contacts must be technically skilled and knowledgeable about the Software and the environment in which it is being used in order to help resolve system issues and to assist us in analyzing and resolving service requests. Otherwise, our ability to provide Support to you may be impaired, and Arctera may request that you replace the Designated Contact.

**Knowledge Sharing:** Our online technical support knowledge base is located at <https://support.veritas.com/> and includes support-related information that you can use to perform self-help.

**Case Management Activities:** You may use Arctera Support online tool at <https://support.veritas.com/> to create, track, update, and close a Case online. Our current Handbook includes information to help you understand how we provide Support to you. Our Handbook, along with certain reference guides and escalation processes, are located at [https://www.veritas.com/support/en\\_US/terms/support-fundamentals.html](https://www.veritas.com/support/en_US/terms/support-fundamentals.html) and <https://support.veritas.com/>. We will use commercially reasonable efforts to manage your Case and address your Problem according to our case management targets given in our Handbook. Our case management targets are goals and not commitments, and the actual timing may vary based on the support offering purchased, the severity of the reported problem, and the country or site where your Software is deployed. You will be responsible for setting the initial Severity Level for your Problem based on the Severity Level definitions in the Handbook. If the seriousness of your Problem changes, we will discuss changing the Severity Level with you. You must provide us with timely responses and any information we may reasonably need to address your Problem. We will take reasonably sufficient steps to address your Problem. Refer to the Handbook for examples of these types of steps. In some cases, we may recommend that we remotely perform diagnostic and troubleshooting activities. To initiate such remote access, we will need your express consent.

**Support Lifecycle:** Arctera 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 deliverables during those lifecycles, please refer to our Product Life Cycle Policy, posted at <https://www.arctera.com/license-agreements>.

**Your Compliance:** To help us deliver Support to you more efficiently and effectively, you need to follow the terms of your agreement with us. If we determine that you are not in compliance with your Agreement, or if you have requested assistance for a copy of Software that is not covered under your Agreement, Arctera reserves the right to (1) use Arctera's standard processes to verify that you are in compliance with your Agreement, (2) invoice you for applicable Support fees, if and as appropriate, or (3) in our sole discretion, elect to stop providing Support for that Software license until such time as you become compliant.

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**Limitations:** Arctera provides Support to address issues where your Software does not substantially conform to its Documentation, where such Software is used in accordance with its Documentation. Arctera is not obligated to provide Support for any Software operating in an Alternative Configuration. In the event you have not used, installed, serviced or implemented all Software in accordance with the Documentation, our Support may be limited or unavailable for your Software. Support is strictly limited to those deliverables expressly stated in your Agreement.

**Definitions:**

- a) **"Regional Business Hours"** are the standard hours of business operation Monday through Friday, typically between 8 a.m. to 6 p.m. based on the country where the Software is installed. Regional Business Hours exclude holidays and days of rest.
- b) **"Severity Level"** is the classification of the problem based on its impact to the Customer, with Severity 1 as the most critical. Severity Levels are further defined in the Handbook.
- c) **"Supported Configuration"** means a configuration in which the Software operates in a customer's environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Arctera custom-developed scripts and other configuration elements stated in the customer's Documentation, or that Arctera has validated, approved, or verified for operation in conjunction with the Software. For these purposes, references to the "environment" include the hardware platforms, operating systems, software applications, and other third-party solutions the customer may be using with the Software.
- d) **"We," "we," "our" or "Arctera"** means Arctera or its subsidiaries.
- e) **"You," "you" or "your"** means you as the customer, the company, or the legal entity that has obtained the Software to which the Support applies.