

Business Critical Services

BCS Assist Service Description

2024



Overview

Business Critical Services Assist (“**BCS Assist**” or “**BCS**”) offers a base level mission critical support solution for a specific Arctera Product Family. This Service is only available to a Customer who has licensed the particular Arctera software product(s) for which the BCS Assist is purchased, as indicated on the Certificate or written agreement referencing this Services Description.

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for the BCS described in this Service Description and provided by Arctera. This Service Description may be updated by Arctera from time to time in its sole discretion, provided that any update to the Service Description will only apply upon renewal.

Business Functionality and Capabilities

BCS Assist Features:

BCS Assist provides the following to be delivered for the Eligible Software in the applicable Product Family installed in production environments in the Territory:

- **Elevated Support Access.** When contacting technical support, Customer’s support case will be assigned to more proficient support specialists, subject to availability.
- **Priority Queuing.** Customer will be prioritized in the call and case assignment queues over similar non-BCS customers.
- **BCAM Coverage.** Customer will be assigned a named Business Critical Account Manager (“BCAM”) who will serve as Customer’s primary account contact for BCS Assist. The BCAM will provide the following on a remote basis during Regional Business Hours in the Territory: (i) provide a service report twice annually; (ii) provide case management assistance; and (iii) be notified on a 24x7 basis when a Severity 1 case has been logged. The Territory for Customer’s Regional Business Hours is the country first designated by Customer in writing to Arctera, defaulting to the country of Customer’s headquarters otherwise. BCS Assist typically includes up to 15 Work Days of BCAM assistance for each annual term.
- **Escalation Management.** Customer’s BCAM will be notified of Severity 1 cases logged and will provide overall case oversight.
- **Designated Contacts.** Customer may designate up to six (6) designated contacts in the Territory as “Designated Contacts” to interact with Arctera with respect to the BCS Assist. Customer’s Designated

Business Critical Services

BCS Assist Service Description

2024



Contacts should be knowledgeable of Customer's support environment as they will be the primary contacts who interact with the BCAM on any support issues.

BCS Assist Product Family Add-On Features:

Customers who purchase a BCS Assist Product Family Add-On are entitled to the following:

- **Product Family.** BCS Assist Product Family Add-On will cover the Eligible Software in the applicable Product Family purchased where such Eligible Software is installed in production environments in the Territory.
- **Designated Contacts.** Customer may designate up to two (2) Designated Contacts in the Territory for the Eligible Software in the applicable Product family.

BCS Assist Terms

Eligible Software

Eligible Software is the Arctera software eligible for coverage under BCS, identified by Product Family at the following URL: https://www.veritas.com/content/support/en_US/business-critical-services/arctera/covered-product. The list of Eligible Software may be revised and updated by Arctera from time to time without notice to Customer. If Arctera includes additional software in the Product Family for which Customer currently has BCS, then Customer's BCS shall automatically include such additional Eligible Software without the payment of additional fees.

Prerequisites

Customer must hold a valid License Agreement for the underlying Eligible Software and have a current support agreement for Essential Support for the Eligible Software. The requirement for Essential Support on all Eligible Software is satisfied by either (a) an Essential Support subscription, (b) an active software subscription (license plus support), or (c) an active hosted subscription, for the Eligible Software. Arctera is not obligated to provide any credits, refunds or extensions of BCS when BCS is suspended for Customer's failure to maintain Essential Support.

Support Policies

BCS will be provided in accordance with Arctera's Enterprise Technical Support Policy and other relevant support policies, any of which may be revised and updated by Arctera from time to time without notice to Customer. Please refer to <https://www.arctera.io/support-fundamentals> for copies of such policies.

Business Critical Services
BCS Assist Service Description
2024



Definitions

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Service Description, have the meaning given below.

“Product Family” means one of the Arctera product groups listed as product families in the applicable Eligible Software list available at https://www.veritas.com/content/support/en_US/business-critical-services/arctera/covered-product.

“Territory” means the country designated by Customer to Arctera in writing where Customer’s Eligible Software is installed in production environments.

“Work Day” means a standard eight (8) hour workday.