

## Overview

Business Critical Services Business Critical Engineer (“**BCE**”) Services (“**BCS**”) provides a Customer with a named technology expert they can draw on to help assist with support issues. BCS is only available to a Customer who has licensed the Arctera software product(s) for which BCS is purchased, as indicated on the Certificate or written agreement referencing this Service 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 Features:

BCS provides Customer with access to an identified BCE during local business hours for delivery of remote BCS for a Customer Site. Each BCE is an expert in the specific Product Family for which Customer has purchased the BCS.

**Named Business Critical Engineer (“Named BCE”):** Access to an identified BCE during Arctera’s local business hours for delivery of BCS designated for BCE assistance. The Named BCE offering typically includes up to ten (10) Work Days of access to the BCE for Customer use.

**Part-Time Business Critical Engineer (“Part-Time BCE”):** Access to an identified BCE during Arctera’s local business hours for delivery of BCS designated for BCE assistance. The Part-Time BCE offering typically includes up to one hundred and ten (110) Work Days of access to the BCE for Customer use.

Both Named BCE and Part-Time BCE activities may include the following:

- Assisting with production planning to minimize risk to the operating environment and Arctera solutions
- Providing technical detail and actively participating in the account-planning process and in quarterly business reviews to assess program's status and strategic direction relative to the Customer's business objectives
- Assisting in the identification of processes to confirm that the Product Family solutions installed, or to be installed, are compatible with the environment

## BCS 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](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.

### Definitions

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

**"Customer Site"** means any Customer production location in the Territory.

**"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](https://www.veritas.com/content/support/en_US/business-critical-services/arctera/covered-product).

**"Territory"** means single country designated by Customer to Arctera in writing. If Customer wants BCS for any additional Territories, these additional Territories must be approved by Arctera.

**"Work Day"** means a standard eight (8) hour workday.

**Business Critical Services**  
**Business Critical Engineer Service Description**  
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