

Business Critical Services
Premier Global Service Description
2024



Overview

Business Critical Services Premier Global (“**BCS Global**” or “**BCS**”) is a value-added support offering to help meet the discrete needs of Customer by combining proactive support with expedited responses to help minimize Customer IT risk and maximize uptime. BCS Global is only available to a Customer who has licensed the particular Arctera software product(s) for which BCS Global 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 Global Features:

BCS Global builds upon Customer’s 24x7 Essential Support access to provide the following remote value-add support deliverables for the Eligible Software 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.
- **Account Management.** Customer will be assigned a named account manager who will serve as Customer’s primary account contact for BCS Global. The account manager is available during Customer’s Regional Business Hours. The country 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 Global typically includes up to 220 Work Days of account management assistance for each annual term.
- **Escalation Management.** Customer’s account manager will be notified of Severity 1 cases logged and will provide overall case oversight.
- **Customer Management.** Customer’s account manager and other proficient support specialists will work in tandem to the deliver the following to Customer:

Business Critical Services

Premier Global Service Description

2024



- Quarterly Business Reviews
 - Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management
 - Help Customer optimize Arctera product and service utilization through quarterly usage reviews and account performance planning relative to the Customer's business objectives.
 - End of support life evaluation and management to help Customer discover and evaluate Arctera install base versions and provide reports on upgrade timelines and progress.
 - Account oversight assistance.
- Product Optimization Strategies
 - Assist Customer in preparing for new releases or functionality of Arctera solutions along with best practice recommendations.
 - Assist Customer in the identification of processes to confirm that the Arctera solutions installed or to be installed are compatible with Customer's environment.
 - Assist Customer with production planning to help minimize risk to the operating environment and Arctera solutions.
- **Designated Contacts.** Customer may designate an unlimited number of individuals in the Territory as "Designated Contacts" to interact with Arctera with respect to the BCS Global. Customer's Designated Contacts are the primary focal point for the BCAM at a Customer Site. They are typically responsible for overseeing requests for assistance, developing and deploying troubleshooting processes within their organization, initiating escalations and requesting the delivery of BCS deliverables (such as Proactive Support and Onsite Support Assistance) throughout the term of Customer's BCS agreement.
- **Proactive Support.** Proactive Support is available to Customer upon request. Delivery is coordinated through the account manager and are subject to availability. Proactive support is delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any reports. Proactive support must be delivered during the then-current Agreement term. For more details on the exact proactive support options available and for which Arctera products, please see https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support.html. Proactive Support engagements for BCS Global are subject to the BCE assistance Work Day limitations set forth in the Named BCE Coverage section below.

Business Critical Services

Premier Global Service Description

2024



- **Named BCE Coverage.** Customer will have access to up to nine (9) identified Business Critical Engineers (“BCE(s)”) during local business hours at a Customer-designated facility in the Territory for remote delivery of BCS Global for BCE assistance. BCE assistance includes up to ninety (90) Work Days of access for Customer use.
- **Subscriptions to Learning Lab.** Customer will have six months of access time to two (2) self-paced Arctera Learning Lab subscriptions of Customer’s choice during any annual BCS Global term. The Learning Lab provides a learning platform including access to a set of real-world, hands-on lab activities. The lab activities are modularized and provide guided, step-by-step instructions. Customer may purchase additional Arctera Learning Lab education and training at a discounted rate.
- **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.
- **Onsite Support Assistance.** Onsite support may be available for assistance with Severity 1 production system down cases at a Customer Site in the Territory. Onsite support is subject to the following limitations:
 - The Eligible Software in question must be currently supported by Arctera Support and has not reached “end of support life”
 - The issue must be a “Severity 1 production system down” case
 - All critical and/or requested case information has been provided to the Arctera Technical Support Engineer (“TSE”) assisting with the case
 - The TSE has had reasonable time to review the data and develop a plan of action
 - Should a Arctera resource be dispatched, they must have full access to the systems in question

BCS Terms

Eligible Software

Eligible Software is the Arctera software eligible for coverage under BCS, including all software listed for all Arctera Product Families 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.

Business Critical Services

Premier Global Service Description

2024



Although it is highly recommended customers regularly update their Arctera software to current releases, BCS is available for customers who separately purchase Extended Software Support (ESS) or Sustaining Software Support (SSS), as applicable, in addition to Essential Support and BCS for the Eligible Software under this service description. Except as otherwise stated above, Customer's purchase of ESS or SSS will permit a customer to continue receive BCS features during the Extended Phase, Sustaining Phase, and until the End of Support Life (EOSL) of such Eligible Software.

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. Any onsite BCS Global will only be delivered at a Customer Site.

"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 countries 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.