

Overview

Business Critical Services Remote Product Specialist (“**RPS**” or “**BCS**”) is a value-added support offering providing Customer with an assigned technical point of contact who is a specialist in an Arctera Product Family. RPS is only available to a Customer who has licensed the Arctera software product(s) for which RPS 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

RPS Features:

RPS includes the following support deliverables for the Eligible Software in the applicable Product Family based on whether Customer has purchased an Assigned Remote Product Specialist or Dedicated Remote Product Specialist as indicated on the Certificate or written agreement referencing this Service Description.

Note: RPS can only be guaranteed to be provided in the English language.

Assigned Remote Product Specialist (sometimes referred to as a “Shared Remote Product Specialist”):

- Provides Customer with access to an RPS during Arctera’s regional business hours for up to 48 Work Days during each annual term. This RPS resource is shared with other customers.
- Six (6) Designated Contacts per Product Family.
- Priority call queueing.
- One (1) Special Event Support entitlement (as detailed further below) per annual term to cover a singular planned event for up to 12 consecutive hours.

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Dedicated Remote Product Specialist:

- Provides Customer with access to a dedicated Remote Product Specialist during Arctera's regional business hours for up to 220 Work Days during each annual term. This Remote Product Specialist is not a shared resource but is solely dedicated to a specific customer.
- Thirty (30) Designated Contacts per Product Family.
- Priority call queueing.
- Five (5) Special Event Support entitlement (as detailed further below) per annual term, with each entitlement covering a singular planned event for up to 12 consecutive hours.

Both Assigned and Dedicated Remote Product Specialist activities may include the following:

- Stabilize IT Infrastructure
 - Delivers specialized technical knowledge and advanced troubleshooting and coordinates with additional Arctera resources, if needed, to facilitate problem resolution.
 - Knows and understands the Customer environment and priorities and works with the Customer to meet Customer goals and objectives.
 - Notifies Customer of potential critical issues.
 - Serves as a main point of contact for Arctera technical support throughout a case lifecycle and tracks the status of each active Customer case and assists in resolution of cases.
 - Provides periodic case history reports.
 - Participates in discussions regarding plans for future deployments of Arctera software in the applicable Product Family, providing best practice recommendations.
- Expedited Response
 - Direct access to the Remote Product Specialist during Regional Business Hours.
 - If Customer's primary Remote Product Specialist is not available, Customer may either leave a message for the primary RPS or be routed to more proficient support personnel.
 - Outside of Regional Business Hours, Customer will receive priority call/case handling to more proficient support personnel with accelerated response times for the resolution of critical issues.

BCS Special Event Support:

RPS includes Special Event Support as described above and additional Special Event Support can be purchased as an Add-On. Special Event Support provides a remote Arctera support resource who is prepared and available during a Customer's scheduled and planned technical event. Special Event Support delivers Arctera technical support to Customer for support issues on Eligible Software that may occur during planned maintenance windows, such as software upgrades, migrations, or disaster recovery testing. Please note that Special Event Support is not a replacement for professional services as only support-related issues can be addressed by the Arctera support resource.

- Special Event Support provides support during a Customer's single planned and scheduled event ("Event"). Customer's Event must be an activity directly or indirectly related to Arctera Eligible Software (within the product family for which Customer has purchased the BCS Remote Product Specialist) that could be impacted by this Event and possibly cause an issue requiring Arctera technical support.
- Special Event Support coverage includes a prepared and assigned resource available for a period of up to twelve (12) consecutive hours.
- Customers must coordinate with Customer's Remote Product Specialist at least four (4) weeks prior to the Event to help guarantee resource availability. Any Special Event Support planned with less than 4 weeks' notice is subject to resource availability.
- All required paperwork must be completed by Customer and returned to Customer's Remote Product Specialist who will provide final confirmation for the Special Event Support.
- Special Event Support may occur on a weekend (Saturday or Sunday). However, Arctera reserves the right to decline Special Event Support on Events occurring on nationally-recognized holidays or other Arctera-recognized holidays.
- Customer must notify Arctera of changes to the details to the Event no later than 48 hours before the commencement of Special Event Support.
- Customer must notify Arctera of a cancellation no later than 48 hours before the commencement of Special Event Support. If Customer fails to do so, the Special Event Support purchased hereunder may be considered consumed regardless, at Arctera's sole discretion.
- The Arctera support resource will be available for up to twelve (12) consecutive hours during Customer's Event for the Special Event Support. Any unused hours, including if the Arctera support resource is not engaged at all for Special Event Support during the Event, expire at the end of the Event

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and will not carry over to another Special Event Support engagement. No refund will be due for any unused hours.

- Special Event Support must be fully used in the 12-month period following Customer's purchase or it will expire. No refund will be due for any such expiration.

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. 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.

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. 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.

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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.

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