

## Overview

Business Critical Services Premier (“**BCS Premier**” 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 Premier is only available to a Customer who has licensed the particular Arctera software product(s) for which BCS Premier 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 Premier Features:

BCS Premier builds upon Customer’s 24x7 Essential Support access to provide the following remote value-add support deliverables for the Eligible Software installed in any production environments:

- **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 Premier. 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 Premier typically includes up to 20 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:

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- 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.
- **Proactive Support.** Customer has access to certain predefined remote proactive support options, not to exceed a total of twelve (12) days, during any annual BCS Premier term, available to Customer upon request, subject to the Product Family for which BCS Premier has been purchased. Proactive support 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](https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support.html).
- **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 Premier 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.

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- **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.

### BCS Premier Product Family Add-On Features:

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

Customers who purchase a BCS Product Family Add-On are entitled to the following: • The BCS 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. • The BCS Product Family Add-on provides two (2) Work Days of account management assistance time. • The BCS Product Family Add-on provides up to six (6) days of Proactive Support assistance Customer may take advantage of during any annual term. For more information on the Proactive Support options available, please see [https://www.veritas.com/content/support/en\\_US/business-critical-services/proactive-support.html](https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support.html).

- The BCS Product Family Add-On will cover the Eligible Software in the applicable Product Family purchased where such Eligible Software is installed in production environments.
- The BCS Product Family Add-on provides two (2) Work Days of account management assistance time.
- The BCS Product Family Add-on provides up to six (6) additional days of Proactive Support assistance Customer may take advantage of during any annual term.

### BCS Premier Points Add-On Features:

Premier Points may be purchased by BCS Customers to augment their existing services with maintenance-related service engagements. Those service engagements are typically delivered by a Business Critical Engineer as a remote engagement. The scope of the service engagement will be determined by Arctera based on the complexity and duration of the services required. One (1) Premier Point equates to one (1) BCS resource performing one (1) Work Day worth of work. Onsite services may be available upon request. Travel and expenses will be invoiced at actual cost in accordance with Arctera's standard business practice.

## 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

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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 Premier 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.

**"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).

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