

This Fixed Price-Fixed Scope Service Description describes **Merge1 Implementation** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "**Services Instrument**" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: an Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to install and configure a **Merge1 Connector** for each quantity Customer has purchased. (Merge 1 Implementations with more than 30,000 users or with more than 5 Domains are outside the scope of this Service Description/offering. Those types of engagements are available under separate terms.)

This Service Description supports the following offerings if and as listed in Customer's Service Instrument:

- Merge1 Implementation Standard/Premium Connector 5000 Users or Less (SKU # 29057)
- Merge1 Implementation Standard/Premium Connector 5001-30,000 Users (SKU # 29058)
- Merge1 Implementation WebCapture Per Domain (SKU # 29084)
- Merge1 Implementation Standard Plus Connector 5000 Users or Less (SKU # 29059)
- Merge1 Implementation Standard Plus Connector 5001-30000 Users (SKU # 29060)

The current connectors that are available for this Service are available at this site: [Merge1 Connectors \(veritas.com\)](https://veritas.com)

Delivery Details

Scope of Service

PHASE 1 - Project Kickoff

Arctera will initiate a planning discussion to prepare for the implementation and deployment of Merge1 components identified above. The topics outlined below will be discussed during the meeting:

- Review roles and responsibilities
- Confirm primary Customer's point of contact
- Confirm engagement logistics
- Review scope of services
- Review resource requirements
- Review Customer readiness and engagement pre-requisites
- Discuss timeline
- Review phase and project acceptance criteria and process

PHASE 2 - Merge1 Application Installation

During this phase, the Arctera Engineer will install the Merge1 application.

- Review Customer's environment to ensure prerequisites are complete
- Install the Merge1 application with an Arctera engineer and the Customer

PHASE 3 - Configure Arctera Merge1 Connector(s) in test environment

If applicable, and if Customer has purchased the required, additional Merge1 server license and additional Merge1 Implementation Service, this phase consists of configuring and testing the Arctera Merge1 Connector(s) and performing the activities below:

- Customer will provide information about the Connector(s) Environment
- Arctera to:
 - Configure Arctera Merge1 Connector(s)
 - Test the ingestion of Arctera Merge1 Connector(s) into destination ("Target").
 - Verify encapsulated Connector(s) chat messages looks as expected

PHASE 4 - Configure Arctera Merge1 Connector(s) in production environment

This phase consists of configuring and testing of the Arctera Merge1 Connector(s) and performing the activities below:

- Customer will provide information about the Connector(s) Environment
- Configure Arctera Merge1 Connector(s) in production
- Test the ingestion of Arctera Merge1 Connector(s) into Target
 - Verify encapsulated Connector(s) chat messages look as expected

Knowledge transfer:

- Arctera to work with Customer to transfer knowledge on rolling out Arctera Merge1

PHASE 5 - Final Review and Project Closeout

- Review documentation and project activities
- Participate in Closeout meeting and review sign off documentation

Deliverable

- Merge1 and the Connector(s) are fully functional
- Data is being transferred from the source to the target successfully
- Data sent by Merge1 is formatted

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense

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- Work is conducted during Normal Work Hours.

Customer Responsibilities. Arctera can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Arctera's performance of the Service may be delayed, impaired or prevented:

- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Arctera, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- Customer is responsible for purchasing and licensing Merge1 application software licenses prior to Services start
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Arctera shall invoice Customer or its Reseller in advance of delivery of Services. No credit or refund of paid or prepaid Fees for used or unused Services shall be due to the Customer.