



TECHNICAL SERVICES

# Technical Services Handbook

## CONTENTS

<b>1 VERITAS Technical Services Mission Statement</b>	<b>3</b>
Purpose of this handbook	3
Content disclaimer	3
How to contact Technical Services if you have questions regarding this handbook	3
<b>2 VERITAS Technical Services Solutions</b>	<b>4</b>
VERITAS™ Basic Support	7
VERITAS™ Extended Support	7
VERITAS™ Business Critical Support	7
<b>3 Contacting VERITAS Technical Services to Open a Case</b>	<b>8</b>
<b>4 How VERITAS Technical Services Handles Cases</b>	<b>11</b>
<b>5 Checking Case Status</b>	<b>14</b>
<b>6 Technical Services Support Account Managers (SAM) – For Business Critical Contracts</b>	<b>15</b>
<b>7 Obtaining an On-Site Support Engineer (OSSE)</b>	<b>16</b>
<b>8 Escalation Procedures</b>	<b>17</b>
<b>9 Renewing Support Contracts</b>	<b>18</b>
<b>10 Receiving Upgrades, Updates and Patches</b>	<b>19</b>
<b>Appendix A - Useful Contact Addresses, Web Sites, E-mails and Telephone Numbers</b>	<b>20</b>
<b>Appendix B - Technical Services Support Policy</b>	<b>23</b>
<b>Appendix C - Follow-the-Sun Visual</b>	<b>26</b>
<b>Appendix D - Named Caller Forms</b>	<b>27</b>
<b>Appendix E - Quick Checklist Templates for Contacting VERITAS Technical Services</b>	<b>28</b>
<b>Appendix F – Glossary</b>	<b>29</b>
<b>Index</b>	<b>33</b>

## 1 VERITAS TECHNICAL SERVICES MISSION STATEMENT

**"WE WILL PROVIDE WORLD-CLASS TECHNICAL EXPERTISE ACTING AS THE CUSTOMER ADVOCATE TO MAXIMIZE THEIR INVESTMENT IN VERITAS SOLUTIONS."**

### **Purpose of this handbook**

This handbook is intended to provide you information on how to access VERITAS Technical Services assistance and to inform you of Technical Services Solutions available from VERITAS. For definitive information on VERITAS Technical Service solutions you have purchased, please refer to your maintenance/support agreement with VERITAS. We have designed this handbook to give you access to the information you need in order to help you achieve the greatest return on your investment in VERITAS products and support.

### **Content disclaimer**

This handbook is a guide provided for your convenience, and nothing in this document conveys a contractual right to you, or conveys a commitment from VERITAS Software Corporation. VERITAS Software Corporation reserves the right to make changes to this handbook and the policies referenced in it at any time. All changes may be announced on our corporate support Web site, <http://support.veritas.com>, or included in future handbook editions.

### **How to Contact Technical Services if you have questions regarding this handbook**

If you have questions concerning this handbook or the policies and procedures included in it, please refer to <http://support.veritas.com>.

## 2 VERITAS TECHNICAL SERVICES SOLUTIONS

VERITAS software products are deployed into enterprise environments as business-critical solutions – VERITAS Technical Services is an integral part of that overall solution.

VERITAS Technical Services offers you worldwide customer support. A full range of proactive, customer-driven, customer-centric, responsive solutions is available to ensure that you receive the maximum return on your technology investment. These support solutions are available to you through our globally distributed Technical Service Centers, staffed with our highly trained Technical Support Engineers (TSEs). Following the sun, these centers are always available to our Extended and Business Critical contracted customers so that they may receive support 24 hours a day, seven days a week, 365 days a year.

The level of support required by our customers often depends on their level of investment in VERITAS products and their desired level of partnership with VERITAS. Many of our customers use VERITAS products to support business-critical applications and data. VERITAS Technical Services enables customers to choose the support level that best suits their needs and corporate requirements.

VERITAS Technical Services Solutions cover all VERITAS products and are available worldwide. VERITAS offers multilevel services (refer to matrix below) designed and developed to provide the level of support that best fits a company's needs.

PROGRAM LEVEL	BASIC SUPPORT	EXTENDED SUPPORT	BUSINESS CRITICAL SUPPORT
Supportability Assessment *			X
Impact Alerts *			X
Access to Technical Services Education *			X
One Day Training Needs Assessment *			X
VERITAS Education Discounts *			X
Web-Based Case Management *			X
Support Account Management *			X
Quarterly Case History Reporting *			X
Direct Access to Advanced Support Team *			X
Priority Call Queuing *			X
On-Site Support Services		X(additional charge)	6-Severity 1&2(additional cost thereafter)
VOS Joint Escalation Center		X	X
Follow-the-Sun Case Resolution		X	X
Telephone Support	(Regional Business Hours Only)	(24 x 7)	(24 x 7)
Cooperative Support Agreements/Services	X	X	X
Eligibility for Remote eSupport	X	X	X
Software Upgrades/Patch Releases	X	X	X
Web KnowledgeBase	X	X	X
E-Mail Notification Services	X	X	X
Support Newsgroups	X	X	X
Named Callers	2	6	Unlimited

\* Exclusive to VERITAS™ Business Critical Support customers only.

## VERITAS™ BUSINESS CRITICAL EXCLUSIVE FEATURES DEFINED

**Supportability Assessment** – An On-Site Support Engineer (OSSE) shall provide proactive technical assessment on functionality and supportability for a particular customer environment. This information will be stored and linked back to VERITAS' global customer support centers to facilitate the identification of software functionality issues, minimize the potential of data corruption or loss and ensure timely case resolution.

**Impact Alerts** – Preventative advisory reporting to help avoid potential operational problems. This report is tailored to the customer's VERITAS software install base and environment.

**Access to Technical Services Education** – Exclusive access to Technical Services Engineers training at the then current VERITAS list price. Technical Services Education is the highest level of product specific technical training available and is designed to assist in troubleshooting VERITAS products.

**One Day Training Needs Assessment** – VERITAS Education delivers a high-level assessment designed to discover your training needs and deliver the appropriate training solution through the correct standard and custom training programs.

**VERITAS Education Discounts** – Discounts on VERITAS Education courses to ensure your staff is fully trained on VERITAS software products.

**Web-Based Case Management** – Internet capability designed for customers to submit and review cases via a web-based user interface. The customer may also add notes to an open case, track progress of their case and review any associated Plans of Action (POAs).

**Support Account Management** - The VERITAS™ Business Critical Support Account Manager focuses on our relationship with you. Support Account Managers look after clients with global account assistance, case management and case history reporting, along with quarterly site visits.

**Quarterly Case History Report** - By finding recurring issues or trends, the Case History Report reveals areas in a technological solution where effectiveness can be improved. The Case History Report shows all the calls from an organization to VERITAS Technical Services, explains the issue and details what was done to resolve it. The Support Account Manager submits a Case History Report quarterly for VERITAS™ Business Critical Support customers.

**Direct Access to Advanced (Level 3) Support Team** - Get direct access to the most experienced TSEs, bypassing the regular support process. Speak directly with advanced team members so your problem is resolved more quickly.

**Priority Call Queuing** - Priority telephone queuing prioritizes calls to the VERITAS Global Support Center, in many cases placing your call ahead of others.

**On-Site Support Services** – VERITAS Extended and Business Critical Support contracted customers may purchase on-site service packages, good for one year from the time of purchase, that entitle them to receive 2 (two) visits by an On-Site Support Engineer (OSSE) for qualified cases. A qualified case is an open severity one or severity two level case on a production system located within the country of purchase.

Please note: Business Critical Customers receive 6 (six) on-site incidents with the initial purchase of their Business Critical level contract.

## VERITAS TECHNICAL SERVICES SOLUTION FEATURES DEFINED

### Cooperative Support Services

Get answers fast when an issue requires a multi-vendor solution. The VOS Initiative (VERITAS, Oracle and Sun) and memberships such as TSNNet, as well as numerous other cooperative support agreements and alliances with other technology providers, allow VERITAS to enjoy vendor-to-vendor support collaboration within the IT community. This provides a secure yet easily accessible online list of vendor contacts and call center process information in order to resolve interoperability issues faster.

### E-Mail Notification Services

Subscribe to E-Mail Notification Services, select one or more of the 36 subject areas, and you will receive up-to-date information on known issues, latest patches and updates for VERITAS products. Visit [maillist.support.veritas.com](http://maillist.support.veritas.com) for more information on how to sign up, or refer to the Electronic Self-Help Guide for more information.

### Follow-the-Sun Case Resolution

VERITAS Technical Services offices around the world are linked through a common telephony and application infrastructure, enabling true worldwide Follow-the-Sun case resolution and significantly reducing the time it takes to resolve your cases.

### Named Callers

Named Callers are authorised to call VERITAS Technical Services for the product on which they have received training. This expertise, internal to your organization, allows cases to be resolved more quickly.

### Eligibility for Remote eSupport

Remote support services allow you and the Technical Services staff to connect systems interactively to investigate and resolve issues. This significantly reduces the time and effort for diagnostics, troubleshooting and case resolution.

### Software Updates/Upgrades and Patch Releases

Receive the latest VERITAS product and version releases deployed in your business. You are entitled to updates, upgrades, patches and program fixes, ensuring that your VERITAS solutions are continuously up-to-date.

### Support Newsgroups

Our Support Newsgroups improve the success of your technology investment by enabling you to share and gain expertise in more than 50 product solution-specific newsgroups. Exchange tips and techniques on applying VERITAS technology with your industry peers. This electronic support service is available at [news.support.veritas.com](http://news.support.veritas.com). Please refer to the Electronic Self-Help Services brochure for more information.

### Telephone Support

Telephone support allows you to contact your local VERITAS Technical Services center about any problem. A list of support contact numbers can be found at [support.veritas.com](http://support.veritas.com) by selecting your product from the list. VERITAS™ Basic Support customers are entitled to receive telephone support during their Regional Business Hours only. VERITAS™ Extended and VERITAS™ Business Critical customers are entitled to receive telephone support 24 x 7.

### VOS/JEC

VERITAS, Oracle, and SUN (VOS) have collaborated to integrate the leading server and OS platform, database, and data availability solutions. The VOS Initiative ensures that configurations are tested and validated for interoperability and reliability. The Joint Escalation Center (JEC) offers joint customers of the three companies a single point of contact and allows for the enablement of timely resolution to interoperability cases.

### Web KnowledgeBase

The VERITAS Web KnowledgeBase is an on-line document resource center that contains all publicly available information on our products. Simply type in your keywords to gain immediate access to the specific topics you are looking for. The Web KnowledgeBase is available at [seer.support.veritas.com](http://seer.support.veritas.com).

## VERITAS TECHNICAL SERVICES SOLUTIONS

### VERITAS™ Basic Support

VERITAS™ Basic Support is for small businesses that need consistent, basic support with timely software updates. Customers include small offices and home offices with a limited number of users, running a single server with one or two VERITAS products licensed where continuous uptime is not required. No IT activity is likely to take place after regional business hours.

- Regional Business Hours telephone support
- Two Names Callers
- Software Updates and Patch Releases
- Electronic Support Services

### VERITAS™ Extended Support

VERITAS™ Extended Support is for businesses that have an increased need for uninterrupted availability of their data and require around-the-clock support. These customers are usually single-location, homogeneous environments that run workgroup servers and multiple databases together with VERITAS products. IT activity during off-hours is limited.

- Includes all VERITAS™ Basic Support features
- 24 x 7 Worldwide Telephone Support
- Six Named Callers
- Cooperative support services

### VERITAS™ Business Critical Support

VERITAS™ Business Critical Support is for enterprises that need uninterrupted availability to data and applications at all times, and who would experience immediate and measurable consequences from any disturbance to productivity. These customers use VERITAS technology to support business-critical applications in a complex environment. The VERITAS™ Business Critical Support infrastructure allows these enterprises to experience the full availability of data and systems they demand.

The VERITAS™ Business Critical support offering is the highest level of support available to VERITAS end users.

- Includes all VERITAS™ Extended Support features
- 24 x 7 Global Support Account Management
- Web-Based Case Management
- Case History Reporting
- Quarterly On-Site visits by Support Account Manager
- On-Site Support Services (6 incidents for Severity 1 & 2 cases)
- Unlimited Named Callers
- Direct Access to Advanced Support Team
- Priority Call Queuing

### 3 CONTACTING VERITAS TECHNICAL SERVICES TO OPEN A CASE

#### Why should I gather information before I contact VERITAS Technical Services?

Our Technical Support Engineers (TSEs) will ask you a number of standard questions when troubleshooting your issue. Having the following information available when you call will greatly reduce the time it takes your TSE to provide a resolution.

#### Please have the following information before contacting VERITAS Technical Services:

##### Site and Contact Information:

VERITAS Support Number (VSN) – VERITAS™ Business Critical Support customers only  
Telephone, fax, e-mail or pager numbers where you can be contacted

##### Computing Environment Information:

System type and operating system

##### VERITAS Products:

Software serial numbers  
Network and RDBMS platform  
System configuration  
Software revision levels  
Node numbers (if applicable)  
Host ID (if applicable)

##### Specific Error Messages:

Logs, e.g., BEDIAG for VERITAS Backup Exec™; Support Script Output for VERITAS NetBackup™; VXExplorer for VERITAS Volume Manager™, File System™ or Cluster Server™ (details of how to access these logs can be found in the product manuals).  
Traces  
Screen dumps

Time to resolution can be delayed if you do not have direct access to the system in question. To ensure the timeliest response to your issue, we request that whenever possible you **please place your call from a telephone near the system you are troubleshooting.**

#### What is my VSN and how does it work?

When you invest in a Business Critical Contract, you will be issued a VERITAS Support Number (VSN). Your VSN is a 12-digit number that enables our systems and personnel to quickly identify you. In addition, it provides key pieces of information about your contract, company details, effective dates, etc. In short, your VSN enables VERITAS Technical Services to provide you with faster, more-efficient service.

**Please Note:** VERITAS™ Basic Support and VERITAS™ Extended Support customers are NOT issued a VERITAS Support Number.

#### Can I still get support if I do not have a VSN?

Yes. For those customers that have a valid Basic or Extended contract, and therefore are not issued a VSN, or if you have a valid Business Critical contract and have misplaced your VSN, simply call technical services and identify that you are a Technical Services customer. Our Level 1 support team will validate your information and connect you to our TSEs. If time permits, VERITAS recommends that if you have a valid Business Critical contract and have misplaced your VSN, you contact your Support Account Manager (SAM) to obtain the VSN before calling technical services. Using your VSN will expedite the entitlement process, reducing the time required to resolve your issue.

**Please note:** We are unable to give out your VSN over the phone.

**Does my VSN last forever?** A VSN is valid until your support contract expires. Renewing your Business Critical Support contract will extend the term of your VSN.

**Who from my company should call VERITAS Technical Services?**

We request that one of the designated Named Callers on your contract contact our VERITAS Technical Services team. Your named callers should be trained on your VERITAS products and should be able to work with their TSE to resolve any case quickly.

**What is a Named Caller?**

For each VERITAS Technical Services support contract you must designate a “Named Caller,” a business contact at your location who is trained on VERITAS products, as well as two backup named callers to act as liaisons with VERITAS’ Technical Services staff.

The number of named callers per contract increases in relation to your contract level:

- **Basic Support:** Two Named Callers
- **Extended Support:** Six Named Callers
- **Business Critical Support:** Unlimited Named Callers

To ensure you receive the maximum return on your technology investment, we request that your named callers have a thorough understanding of the specific VERITAS products for which they are responsible. Information regarding VERITAS Education Services can be found at [www.veritas.com](http://www.veritas.com).

If we find that a named caller lacks the technical skills and product knowledge necessary to assist us with the timely resolution of your case, VERITAS reserves the right to request a replacement of that named caller. We will then request that you use your best reasonable effort to nominate a replacement with the appropriate technical skills and product knowledge to serve as the named caller for that particular product(s). Unavailability of suitably qualified named callers may affect VERITAS’ ability to provide maintenance and support services in the manner specified in the VERITAS Technical Services Support Policy (see Appendix B).

• **How do I set up my Named Callers?**

In Appendix D are the necessary forms for adding, changing or deleting named callers. This information must be supplied to VERITAS Technical Services before requesting support.

Please note: We request that our Business Critical contract customers maintain a named callers list even though they have the option of unlimited callers. This will allow us to expedite case logging, which could save valuable downtime if a Severity 1 case arises.

These details should be faxed or e-mailed to the attention of the customer support administrator at the appropriate number below.

• **How do I update my Named Callers list?**

Customers must notify VERITAS if any of the named callers’ information changes. Below are the e-mail addresses and fax numbers for each region.

REGION	FAX NUMBER	E-MAIL ADDRESS
North America/Latin America/Japan	+1 925 931 2487	AmerCustomerCare@veritas.com
EMEA	+353 61 365 226	emeaupdates@veritas.com
Asia North	+65 6233 5048	anorthmgt@veritas.com
Asia South	+65 6233 5048	asouthmgt@veritas.com
Australia/New Zealand	+613 8561 8005	ausmgt@veritas.com

PLEASE REFER TO THIS "TELEPHONE SUPPORT QUICK CHECKLIST" BEFORE CALLING. ADDITIONAL COPIES MAY BE FOUND IN APPENDIX E FOR YOUR USE.

PLEASE CONSIDER AND COLLECT THE FOLLOWING INFORMATION BEFORE CALLING VERITAS TECHNICAL SERVICES TO REPORT AN ISSUE:

- 1 VERITAS Support Number (VSN) – VERITAS™ Business Critical Support customers only  
Telephone, fax, e-mail or pager numbers where you can be contacted
- 2 System type and operating system
- 3 Software serial numbers  
Network and RDBMS platform  
System configuration  
Software revision levels  
Node ID/Host ID (if applicable)
- 4 Logs, e.g., Support Script Output for VERITAS NetBackup™; VXExplorer for VERITAS Volume Manager™, File System™ or Cluster Server™; BEDIAG for VERITAS Backup Exec™ (details of how to access these logs can be found in the product manuals).  
Traces  
Screen dumps
- 5 Is the product covered by your VERITAS support contract?
- 6 Define your Severity Level  
  
**Severity 1**—a "system down" or product inoperative condition that impacts your production/business-critical operation  
**Severity 2**—severely affects or restricts major functionality  
**Severity 3**—issue with no major affect on business systems  
**Severity 4**—minor condition or documentation error
- 7 Your company name, location and VSN number (if you are a VERITAS™ Business Critical Support customer)
- 8 Ensure you are a Named Caller for this product/contract
- 9 Your name, e-mail address, telephone and extension or pager number
- 10 Location – please be in front of the computer you need to troubleshoot

**Please note:** Always record your case number. If you are calling in reference to an existing case, please ensure that you have your number readily available.

## 4 HOW VERITAS TECHNICAL SERVICES HANDLES CASES

### VERITAS™ Business Critical Support Customers

#### Entitlement and call logging

When you call VERITAS Technical Services your call will be answered by our automated attendant. You will then be prompted to enter your VERITAS Support Number (VSN). This will start the entitlement process in which we identify who you are, what level of support you have purchased and, once verified, we then automatically connect you with the Global Customer Services Support (GCSS) Team (Level 1 support).

The **Global Support Representative (GSR)** at Level 1 Support will log your call into our technical services case tracking system. Your entitlement to support will again be verified using your VSN and your case will be assigned a case number (please make a record of this number), which is used for tracking purposes. You will be asked to set a severity level for your issue. This determines the path your issue will follow to resolution. The GSR will also prompt you for information relating to the nature of the case, the products involved, and inquire about return phone information, e-mail and fax numbers. This information enables the GSR to categorise your issue and put it into the queue best suited to support your product group, severity level and language. VERITAS Technical Services works on a queue basis and we will use all reasonable commercial efforts to ensure all Severity 1 and Severity 2 calls are transferred to an Advanced Support Team member. However, if a TSE is not immediately available we will use all reasonable commercial efforts to ensure a TSE calls you back within the response times as defined in the VERITAS Technical Service Support Policy (See Appendix B) and listed below.

#### How quickly will I speak to a TSE?

In an effort to provide you with a timely response we have outlined below our objectives for our TSE's initial response based on severity level.

SEVERITY	RESPONSE CRITERIA
1	Live call transfer or within one (1) hour
2	Live call transfer or within two (2) hours
3	Within eight (8) hours
4	Next business day

### VERITAS™ Basic Support and VERITAS™ Extended Support Customers

#### Entitlement and call logging

When you call VERITAS Technical Services your call will be answered by our automated attendant. This will start the entitlement process in which we identify who you are, what level of support you have purchased and, once verified, we then automatically connect you with the Global Customer Services Support (GCSS) Team (Level 1 support).

The **Global Support Representative (GSR)** at Level 1 will log your call into our technical services case tracking system. Your entitlement to support will again be verified and your case will be assigned a case number (please make a record of this number), which is used for tracking purposes. You will be asked to set a severity level for your issue. This determines the path your issue will follow to resolution. The GSR will also prompt you for information relating to the nature of the case, the products involved, and inquire about return phone information, e-mail and fax numbers. This information enables the GSR to categorise your issue and put it into the queue best suited to support your product group, severity level and language. VERITAS Technical Services works on a queue basis and we will use all reasonable commercial efforts to ensure all Severity 1 calls are transferred to a Technical Support Engineer. However, if a TSE is not immediately available we will use all reasonable commercial efforts to ensure a TSE calls you back within the response times as defined below.

#### How quickly will I speak to a TSE?

In an effort to provide you with a timely response we have outlined below our objectives for our TSE's initial response based on severity level.

SEVERITY	RESPONSE CRITERIA
1	Within one (1) hour or live call transfer
2	Within two (2) hours or live call transfer upon customer's request
3	Within eight (8) hours
4	Next business day

**How are the Severity levels defined?**

Severity levels are defined as the graded significance of a product issue and the potential impact to a customer's business as determined by you, the customer, with the assistance of VERITAS Level 1 support.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	START TIME FOR RESOLUTION
Severity 1	A "system down" or a product inoperative condition that makes the continued use of one or more functions impossible (or severely restricted) on a business-critical system and prevents you from continued production or severely risks critical business operations. Problem may cause loss of data and/or restrict data availability and/or cause significant financial impact to you.	Call is "live transferred" to a Technical Support Engineer. If a TSE is not available for a live transfer, one will respond within one (1) hour of a customer problem report.	Upon receipt of the problem report, and a Technical Support Engineers initial contact with you, your TSE and/or a development-level engineer will provide continuous efforts to verify and resolve the problem. The problem report includes all information VERITAS deems necessary to resolve the problem.
Severity 2	A problem has been identified that severely effects or restricts major functionality. The problem is of a time-sensitive nature and is important to long-term productivity but is not causing an immediate work stoppage. No workaround is available and operation can continue in a restricted fashion.	A Technical Support Engineer will respond to a customer call within two (2) hours of a customer problem report. For Business Critical customers, a live call transfer can be done upon customer's request.	Upon receipt of the problem report, and a Technical Support Engineers initial contact with you, VERITAS will verify, diagnose and replicate the reported problem. VERITAS will make all efforts to provide you with a fix within ten (10) days of receipt of the problem. The problem report includes all information VERITAS deems necessary to resolve the problem.
Severity 3	(1) A minor problem that does not have a major effect on business operations, or 2) a major problem for which an acceptable workaround exists for the customer.	A Technical Support Engineer will respond to a customer call within eight (8) hours of a customer problem report.	A Technical Support Engineer will begin work on problem identification and verification within two (2) business days of receipt of the problem report. VERITAS will use reasonable efforts to provide a fix within ninety (90) days and/or fix the problem in the next version of the licensed software. The problem report includes all information deemed necessary by VERITAS to resolve the problem.
Severity 4	A minor condition or documentation error that has no significant effect on the customer's operations; additional requests for new feature suggestions which are defined as new functionality in existing licensed software.	A Technical Support Engineer will respond to a customer call within one (1) business day.	A Technical Support Engineer will review Severity 4 issues to determine if the issue is considered as a product enhancement for a future release.

The VERITAS TSE will then:

**Determine the nature of your case**

The TSE assigned to your case will determine the exact nature of your case, e.g., is it an operability issue, system load issue, understanding or configuration issue, etc. The TSE will work with you to identify answers to specific questions about the issue you are experiencing. By you supplying as much information as possible up front, the TSE will be able to identify and progress your case without delay.

**Isolating the cause of your case**

Once the nature of your case has been determined the TSE will work to isolate its cause. This may involve you answering further questions, running diagnostic scripts or log files, applying patches, etc. Once the specific cause of your case has been identified the TSE will provide a resolution, if you are experiencing a known issue, or will compile with you a plan of action (POA) detailing expected steps to resolution.

At all stages we will log and track each step taken while working your case into the VERITAS Technical Services Case Tracking System. This ensures that your case can be immediately accessed and viewed by VERITAS Technical Services around the world.

**Follow-the-Sun Case Resolution**

VERITAS Technical Services offices around the world are linked through a common telephony and application infrastructure. This enables true worldwide, Follow-the-Sun Case resolution for Severity 1 issues (for Extended and Business Critical contracts) and Severity 2 cases (for Business Critical contracts), and thereby reducing the time it takes to close your case (see example below).

Severity 1 opened in EMEA	Mon – Sun 7:00 - 17:00 GMT
Active handover to U.S.A. to work	Mon – Sun 15:30 - 01:00 GMT
Active handover to Australia to work	Mon – Sun 23:00 - 07:00 GMT
Active handover to EMEA	Etc. until case resolved and/or is closed

If you need to speak to a TSE outside of the normal business hours of your region, call the VERITAS Technical Services number for your country (refer to our web site at <http://support.veritas.com>) and your call will be routed to the active office.

Please provide your incident number to the GSR so that they can identify the TSE currently working on your issue and place your call into the appropriate queue.

**On-Site Support Services**

For those customers with a valid Business Critical Support contract, or an Extended Support contract with the On-Site Services add-on, you or the TSE managing your incident may determine that an on-site visit by an On-Site Support Engineer (OSSE) is required. Your case will be escalated to the duty manager and your SAM or Escalation Manager (for VERITAS™ Extended Support customers) for assessment. Once the on-site support action has been agreed on, your SAM or Escalation Manager, will contact you to coordinate the visit.

**What happens if my case involves other vendors?**

If, for resolution, your case requires the involvement of another major software or hardware vendor, and you are a VERITAS™ Extended or VERITAS™ Business Critical Support customer, technical services may use one of our many Cooperative Support Agreements (CSAs) or leverage our participation in TSANet (Technical Support Alliance Network). We will work in conjunction with the other vendor(s) to identify a resolution. Technical Services will continue to work on your case until it is resolved and/or closed or the other vendor has taken over the case.

**Closing a case**

Your case will be closed when you and Technical Services agree that a resolution has been reached.

Please note that your case may also be closed due to the following:

- You inform the TSE that the case is no longer required
- It is agreed by you and Technical Services that the issue is not a VERITAS issue
- You fail to respond after we have made three documented attempts to contact you over a three-week period

## 5 CHECKING CASE STATUS

The TSE managing your case will update you on your case's status and maintain a current Plan of Action (POA). However, if you need to call Technical Services, please do the following:

- Dial the appropriate number for your country to contact Technical Services.
- Provide your case number to the GSR
- The GSR will then transfer your call to the TSE managing your case
- If your TSE is unavailable you can either leave a message or have your case re-dispatched to an available TSE
- Your TSE will provide you with the Plan of Action (POA) associated with your case
- VERITAS™ Business Critical Support customers can use our Web-Based Case Management System to submit and review cases, add notes to an open case, track case progress and review associated POAs
- VERITAS™ Business Critical Support customers may also call their SAM for case updates

## 6 SUPPORT ACCOUNT MANAGERS (SAM) – FOR BUSINESS CRITICAL SUPPORT CUSTOMERS

### What is the function of the SAM?

The SAM focuses on your satisfaction with VERITAS Technical Services. They are the focal point for managing the on-going relationship between your organization and VERITAS Technical Services. The SAM will gather information to profile your environments to assist in faster case resolution, assist in upgrade planning of VERITAS applications and answer any questions you may have regarding Technical Services.

Your SAM proactively supports your organization by enhancing the availability and integrity of your business-critical data.

Your SAM will:

- Be your company's advocate within VERITAS Technical Services
- Manage technical resolution of critical issues and ensure that escalation procedures are followed
- Understand your company's vision and strategy
- Help you to protect your company's investment
- Organize On-Site Support Services – when appropriate

### Global account management with Support Account Managers

VERITAS provides true 24x7 global account management to Business Critical customers. As a worldwide corporation, VERITAS understands that companies requiring these exclusive levels of support all have unique business requirements. Therefore, we will identify customer-specific global account management requirements on a contract by contract basis and allocate Support Account Managers accordingly, thus ensuring that our SAMs give you the global service that you require.

### How do I contact my SAM?

Your SAM(s) will provide you with their telephone number(s) and e-mail address(es) so you can contact them.

If at any time you are unable to contact your SAM:

- Call the VERITAS Technical Services telephone number for your country
- A global support representative (GSR) will answer your call
- Advise the GSR of your VSN and who you are trying to contact
- The GSR will send a message to your SAM or to the duty manager who can help you with your inquiry

## SUPPORT ACCOUNT MANAGER (SAM) DELIVERABLES FOR VERITAS™ BUSINESS CRITICAL SUPPORT CUSTOMERS

- Manage accounts to ensure VERITAS-to-customer deliverables are fulfilled on schedule and ensure all VERITAS project deadlines are met
- Develop and drive VERITAS related initiatives to maintain optimal lines of communication
- Provide timely status updates on VERITAS projects and customer-related cases
- Proactively resolve customer service issues through VERITAS Technical Services
- Serve as the primary contact to resolve all customer-related VERITAS support issues
- Review, manage and escalate cases within VERITAS Technical Services and beyond
- Works with VERITAS Technical Services, Engineering and Product Management on customer behalf
- Understand your business needs, configurations and their level of criticality
- Act as a liaison with the On-Site Support Engineer and manage resources when an On-Site visit is required
- Actively work with the VERITAS Technical Services teams to maintain customer satisfaction
- Manage multilevel relationships within customer business units and within VERITAS
- Communicate new product offerings and assist with product migration planning
- Communicate and identify VERITAS related training needs

## 7 OBTAINING AN ON-SITE SUPPORT ENGINEER

### What is an OSSE?

An On-Site Support Engineer (OSSE) is a senior level engineer who will visit customers at their contractually covered data centers to resolve Severity 1 and/or Severity 2 cases. They have in-depth knowledge of VERITAS products and systems implementation. In addition, OSSE's are required to maintain a comprehensive knowledge regarding non-VERITAS environmental technologies including OS, network topology and infrastructure, hardware and systems integration.

### How do I get an OSSE on-site?

VERITAS™ Extended Support and VERITAS™ Business Critical Support contracted customers may purchase on-site service packages, good for one year from the time of purchase, that entitle them to receive 2 (two) visits by an On-Site Support Engineer for qualified support cases. A qualified support case is a Severity One or Severity Two level on a production system located within the country of purchase. Please note that Business Critical customers receive 6 (six) initial on-site incidents with the purchase of their Business Critical contract.

If you, or the TSE managing your case, believe an on-site visit by an OSSE is required to help resolve or identify your case, then the case will be escalated to the duty manager and your Support Account Manager (SAM) or OSSE Escalation Manager for assessment.

Once an on-site visit has been agreed upon, your SAM or OSSE Escalation Manager will coordinate the visit with you.

**Please note:** If you have used all your allotted on-site visits, a **purchase order** will be required before an OSSE is assigned.

The OSSE will familiarise him/herself with your installation details and the case specifics and will receive product support while on-site from the Level 4 engineers in the VERITAS Technical Services offices.

### How long will it take for someone to be on-site after I request the on-site service?

The time it takes for an OSSE to be at your site depends on your location, nearest airport, flight availability, etc. To minimise these variables, your SAM or OSSE Escalation Manager will work with you to identify and gather key information pertaining to each of your locations. This information will be held by VERITAS in a centralised database.

This data will be used to expedite the arrival of your OSSE and your SAM will keep you informed of your OSSE's expected arrival time. VERITAS will make all commercially reasonable efforts to dispatch your OSSE within 24 hours after authorization.

### How long will the OSSE stay on-site?

Your OSSE will remain on-site and work with your engineers until a resolution has been identified, or until there is mutual agreement between you, your SAM and your OSSE that their on-site presence is no longer required.

## On-Site Support Engineer (OSSE) Deliverables

- Your OSSE will be responsible for ensuring that customer information is available when required
- Deal with your issues on-site relating to VERITAS products by providing swift evaluation and accurate resolution
- 24 x 7x 365 support service
- Work directly with the Support Account Manager or OSSE Escalation Manager to achieve timely case resolution
- Communicate with you on case escalation and progress
- Understand your business needs, configurations and their level of criticality
- Act as a liaison with the Support Account Manager or OSSE Escalation Manager to communicate technical issues and escalation
- Actively work with the Technical Services teams to attain overall customer satisfaction goals
- Update and communicate all technical information with the Support Account Manager or OSSE Escalation Manager
- Assist the Support Account Manager or OSSE Escalation Manager in identifying training needs

## 8 ESCALATION PROCEDURES

VERITAS Technical Services offers the highest level of service to our customers, worldwide. To ensure critical cases have a clear escalation path, VERITAS Technical Services has defined a global escalation process.

### Important:

For VERITAS Technical Services to effectively research your case and provide the fastest possible case resolution, please have your Case ID(s) available when calling. (Case ID(s) are issued in the following format and contain numbers only: xxx-xxx-xxx).

### Step 1

When escalation of a critical case becomes necessary, contact VERITAS Technical Services for more information, or visit our web site at <http://support.veritas.com>

For VERITAS™ Business Critical Support customers, enter your VERITAS Support Number (VSN) or press zero to bypass the announcement and connect to the VERITAS Global Customer Support Services (GCSS) Team (Level 1 Support). Do not enter your Case ID or Contract ID Number (CID) if prompted.

Please Note: VERITAS™ Business Critical Support customers can also contact their SAM.

For VERITAS™ Basic Support and VERITAS™ Extended Support customers, press zero to bypass the announcement in order to connect to the VERITAS Global Customer Support Services (GCSS) Team (Level 1 support). Do not enter your Case ID or Contract ID Number (CID) if prompted.

### Step 2

Once you are connected with the GCSS Team, identify yourself, provide your Case ID and state you would like to request either a Technical Escalation or Management Escalation. Definitions of each escalation follow:

- **Technical Escalation** – This type of escalation occurs when a technical issue becomes critical and an expedited resolution is required. Technical Escalations are dispatched to a Technical Services lead engineer.
- **Management Escalation** – This type of escalation should occur when a critical issue requires management involvement to ensure expedited awareness of the critical state of your business and requires an expedited response from VERITAS Management and Advanced Technical Services engineers.

### Step 3

When a case is escalated, a new plan of action (POA) is provided. A named contact will be given and that contact will be accountable for the case through resolution and/or closure. This individual will also be responsible for providing regular updates until the case is considered resolved and/or is closed.

Worldwide, world-class customer support has always been the focus of VERITAS Technical Services. This process, together with our continued commitment to provide the best possible support, helps to insure you receive the highest possible return on investment from your VERITAS Software solutions.

If you have any questions please contact VERITAS Technical Services or visit our web site at <http://support.veritas.com>

## 9 RENEWING SUPPORT CONTRACTS

### How do I renew my contract?

The VERITAS renewals team will contact you approximately 90 days before your support contract is set to expire. They will provide you a quote for renewing your contract with Technical Services and will ask that you return your agreement and a purchase order number.

If you have several contracts in place it might be helpful for you to manage them under one common renewal date. For Business Critical customers please contact your SAM for assistance with this and they will provide you with a revised quote. **For Basic Support and Extended Support customers, please contact your VERITAS Renewals office for assistance.**

**Please note:** To be eligible for Business Critical Support you must have an agreement for Extended (or the former Vs2) Support service in place for all products at each location where you would like the increased level of service. Therefore, when you renew your Business Critical contract, you will be required to renew your Extended Support contract as well. When your support contract expires all the deliverables under that contract also expire.

### What is a reinstatement fee and when is it charged?

If you decide not to renew your support contract, and you allow it to expire, and at a later date you decide that you wish to reinstate it, a reinstatement fee will be levied. The reinstatement fee is equal to the support services fee for the period in which the licensed software was not under support, plus 25 percent.

## 10 RECEIVING UPGRADES, UPDATES AND PATCHES

### Who is entitled to receive upgrades and updates?

If you maintain a current support contract with VERITAS Technical Services you are eligible for upgrades, updates and patches to the licensed software, documentation updates, and new releases and versions of the licensed software as they are made commercially available.

### How do I know when a new update is available?

The VERITAS E-mail Notification Service allows you to remain up-to-date on current events, latest patches and updates for your products, as well as new product releases. To subscribe please go to [maillist.support.veritas.com](http://maillist.support.veritas.com) and complete the subscription form.

### How do I receive my updates?

Many of our product patches and updates are available for you to directly download via an FTP server; instructions on how to do this are included in the VERITAS E-mail Notification Service. Some upgrades/updates are available only on CD. To receive a new upgrade/update, please send a request via e-mail to the updates team in your region:

REGION	E-MAIL ADDRESS
North America/Latin America/Japan	<a href="mailto:AmerCustomerCare@veritas.com">AmerCustomerCare@veritas.com</a>
EMEA/Asia Pacific	<a href="mailto:otcqueries@veritas.com">otcqueries@veritas.com</a>
Australia/New Zealand	<a href="mailto:aus.customerservice@veritas.com">aus.customerservice@veritas.com</a>

**Please Note:** Business Critical customers are eligible to receive updates from their SAM.

## APPENDIX A - USEFUL CONTACT DETAILS, WEB SITES, E-MAIL ADDRESSES AND TELEPHONE NUMBERS

For a full, up-to-date contact listings please refer to [veritas.com/us/aboutus/contactus/](http://veritas.com/us/aboutus/contactus/).

**Corporate Headquarters**  
**VERITAS Software Corporation**  
 350 Ellis Street  
 Mountain View, CA 94043  
 US: 1-800-327-2232  
 Outside US: 1-650-527-8000  
 Fax: 650-527-2908

### AUSTRALIA

**Mulgrave (Melbourne)**  
 VERITAS Software Pty Ltd.  
 1st Floor, 745 - 757 Springvale Road  
 Mulgrave (Melbourne), VIC 3170 Australia  
 Tel: 61 3 8561 8000  
 Fax: 61 3 8561 8001

**Sydney**  
 VERITAS Software Pty Ltd  
 VERITAS House, Level 14, 207 Kent Street  
 Sydney, NSW 2000 Australia  
 Tel: 61 2 8220 7000  
 Fax: 61 2 9251 2273

### BELGIUM

VERITAS Software Belux  
 Regus Pegasuspark  
 Pegasuslaan 5, B - 1831  
 Diegem, Belgium  
 Tel: +34 (0)2/ 709 20 40  
 Fax: +32 (0)2/ 709 23 40

### CANADA

Network and Storage Management Products Americas Office  
 1 (800) 327 2232, option 2  
 E-mail: [sales.mail@veritas.com](mailto:sales.mail@veritas.com)  
 Fax: (407) 531 7770  
 8:00 a.m. – 8:00 p.m. EDT, Monday through Friday

Storage Management Desktop Products  
 Americas Office  
 E-mail: [dmd-desktop@veritas.com](mailto:dmd-desktop@veritas.com)

### DENMARK

VERITAS Software, Inc. (Denmark)  
 Lyngbyvej 20  
 DK-Copenhagen, Denmark  
 Tel: +45 39 15 81 70  
 Fax: +45 38 15 81 71  
 Email: [nordic.sales@veritas.com](mailto:nordic.sales@veritas.com)

Sales support, all products  
 Tel: +45 38 48 70 55  
 Fax: +45 38 48 70 56  
 Email: [nordic.sales@veritas.com](mailto:nordic.sales@veritas.com)

Technical support, Backup Exec and client protection products  
 Tel: +45 38 48 70 50  
 Fax: +45 38 48 70 51

Technical support, Enterprise Storage Management products  
 Tel: +45 38 48 72 39

### FRANCE

**Paris**  
 Tour Egee  
 17, avenue de l'Arche  
 Courbevoie Cedex  
 Paris, 92671 France  
 Tel: +33 1 41 45 02 02  
 Fax: +33 1 47 88 08 8

### GERMANY

**Aschheim/near Munich**  
 Backup Exec™ and Client Protection  
 Humboldtstraße 6  
 Gewerbegebiet Dornach  
 Aschheim/near Munich, D- 85609 Germany  
 Tel: +49 (0) 89/94302-0  
 Fax: +49 (0) 89/94302-950

**Wiesbaden**  
 Enterprise Storage Management Products  
 Kreuzberger Ring 44a  
 5 Wiesbaden  
 Wiesbaden, 6520 Germany  
 Tel: +49 (0) 611 734 20  
 Fax: +49 (0) 611 700 475

### HONG KONG

**Wanchai**  
 VERITAS Software, Hong Kong  
 Suite 1801, Central Plaza, 18 Harbour Road  
 Wanchai, Hong Kong  
 Tel: 852 2507 2233  
 Fax: 852 2598 7788

**ITALY**

**Roma (RM)**

VERITAS Software Corporation SRL  
Via di Vigna Murata, 40  
Zona EUR  
Roma (RM), 00143 Italy  
Tel: 39 02 241151  
Fax: 39 01 24115300

**Sesto San Giovanni (Milano)**

VERITAS ITALIA  
Sede Milano  
Via Nazario Sauro, 38  
Sesto San Giovanni (Milano), 20099 Italy  
Tel: +39 02 241 151  
Fax: +39 02 2411 5300

**Torino**

Via Egeo, 18  
Torino, 10134 Italy  
Tel: +39 011 3157 111  
Fax: +39 011 3157 308

**JAPAN**

**Chiyoda-ku, Tokyo**

VERITAS Software K.K.  
Fukoku-Seimei Building, 22F  
2-2-2 Uchisaiwai-cho  
Chiyoda-ku, Tokyo, 100-0011 Japan  
Tel: 81 3 5532 8200  
Fax: 81 3 5532 0887

**MALAYSIA**

**Petaling Jaya**

VERITAS Software, Malaysia  
Unit 1003, Level 10 Uptown 2  
2 Jalan SS21/37, Damansara Uptown  
Petaling Jaya, 47400 Selangor Malaysia  
Tel: 603-7725 9297  
Fax: 603-7725 9291

**NETHERLANDS**

**Zaltbommel**

VERITAS Software Benelux B.V  
Oude Bosscheweg 13  
Zaltbommel, 5301 LA The Netherlands  
Tel: +31 (0)418 57 27 27  
Fax: +31 (0)418 57 27 28

**NORWAY**

**Oslo**

VERITAS Software, Inc. (Norway)  
Østensjøveien 36  
Oslo, N-0667 Norway  
Tel: +47 22 07 49 00  
Fax: +47 22 07 49 71

**NORWAY (cont.)**

Email: nordic.sales@veritas.com

Sales support, all products

Tel: +47 23 16 21 19

Fax: +47 23 16 21 20

Email: nordic.sales@veritas.com

Technical support, Backup Exec and client protection products

Tel: +47 23 16 21 14

Technical support, Enterprise Storage Management products

Tel: +47 23 16 21 23

**PEOPLES REPUBLIC OF CHINA**

**Beijing**

VERITAS Software, Beijing  
Suite 1008, Tower E3 Oriental Plaza  
No. 1 East Chang An Ave.  
Beijing, Dong Cheng District Peoples Republic of China  
Tel: 86-10-85180008  
Fax: 86-10-85186718  
Department represented: Sales, Tech Support

**Chengdu**

VERITAS Software, Chengdu  
No.18 Block 2  
South Renming Road, Block C-3  
Chengdu, Post Stop CHGX Peoples Republic of China

**Guangzhou**

VERITAS Software, Guangzhou  
Rm16501, CITIC Plaza, No.233  
Tianhe North Road  
Guangzhou, 510613 Peoples Republic of China  
Tel: 86-20-3877-1799  
Fax: 86-20-3877-1877

**Shanghai**

VERITAS Software, Shanghai  
Rm1910, Shanghai Kerry Center  
1515 Nan Jin Xi Lu  
Shanghai, 200040 Peoples Republic of China  
Tel: 86-21-5298-6166  
Fax: 86-21-5298-6167

**PHILIPPINES**

**Makati City**

VERITAS Software, Philippines  
8F Philamlife Tower  
8767 Paseo de Roxas Street  
Makati City, 1226 Philippines  
Tel: 632-8308677  
Fax: 632-8149523

## REPUBLIC OF KOREA

### Seoul

VERITAS Software Korea Co., Ltd.  
3F, Saemaoul-Undong Center  
1008-4 Daechi-Dong, Kangnam-Gu  
Seoul, 135-280 Korea  
Tel: 82-2-559-3900  
Fax: 82-2-3478-0267

## SINGAPORE

VERITAS Software, Singapore  
#40-02, Suntec Tower 3  
8 Temasek Boulevard  
Singapore, 038988 Singapore  
Tel: 65 6333 6366  
Fax: 65 6235 8885

## SOUTH AFRICA

VERITAS Software (South Africa)  
164 Katherine Street, Pin Mill Farm  
P.O. BOX 786050  
Sandton, 2146 South Africa  
Tel: 27 (0) 11 448 2080  
Fax: 27 (0) 11 448 1960

## SPAIN

### Barcelona

VERITAS Software Ibérica  
Torre Tarragona  
Carrer Tarragona, 161, Planta 18  
Barcelona, 08014 Spain  
Tel: +34 93 228 78 24  
Fax: +34 93 228 78 82  
Email: marketing-spain@veritas.com

### Madrid

VERITAS Software Ibérica  
Paseo de la Castellana  
35 Planta baja  
Madrid, 28046 Spain  
Tel: +34 91 700 55 80  
Fax: +34 91 700 55 85

## SWEDEN

### Solna

VERITAS Software, Inc. (Sweden)  
P.O. Box 512  
Frösundaviks allé 15  
Solna, SE-169 29 Sweden  
Tel: +46 8 555 244 00  
Fax: +46 8 555 244 44  
Email: infosweden@veritas.com

Sales support, all products

Tel: +46 8 587 711 86  
Fax: +46 8 555 244 44

## SWEDEN (cont.)

Email: nordic.sales@veritas.com  
Technical support, Backup Exec and client protection products  
Tel: +46 8 587 703 26  
Technical support, Enterprise Storage Management products  
Tel: +46 8 587 706 06

## SWITZERLAND

### Zürich

VERITAS Software GmbH  
Andreasstrasse 15  
Zürich, 8050 Switzerland  
Tel: + 41 (0) 1 305 7200  
Fax: + 41 (0) 1 305 7201

## UNITED KINGDOM

VERITAS Software Corporation Limited  
350 Brook Drive  
Green Park  
Reading, Berkshire  
RG2 6UH UK  
+44 (0)870 243 1080  
+44 (0)870 243 1081 (fax)

## USA Sales Inquiry and Office Listing for North America - Network and Storage Management Products

Americas Office  
1 (800) 327 2232, option 2  
E-mail: sales.mail@veritas.com  
Fax: (407) 531 7770  
8:00 a.m. – 8:00 p.m. EDT, Monday through Friday

Storage Management Desktop Products  
Americas Office  
E-mail: dmd-desktop@veritas.com

Government Sales  
1 (800) 327 2232, option 2  
E-mail: sales.mail@veritas.com  
Fax: (407) 531 7770  
8:00 a.m. – 8:00 p.m. EDT, Monday through Friday

### Latin America

Americas Office  
1 (800) 327 2232, option 2  
E-mail: sales.mail@veritas.com  
Fax: (407) 531 7770  
8:00 a.m. – 8:00 p.m. EDT, Monday through Friday

## BRAZIL

### Sao Paulo

VERITAS Software Brazil, Ltda  
Rua Arandu, 281 - 10 Andar  
Brooklyn Novo  
Sao Paulo, 04562-035 Brazil  
Tel: 5511 5507-5104  
Fax: 5511 5507-7536

## APPENDIX B - TECHNICAL SERVICES SUPPORT POLICY

### 1.0 OVERVIEW

This Technical Services Support Policy defines the specific areas of service, support obligations, and severity levels provided by VERITAS in consideration of Customer's payment of the applicable annual support fees. Customer must pay the applicable annual support fees to be eligible for the following services. VERITAS may amend the terms of this Technical Services Support Policy from time to time, in its sole discretion.

### 2.0 DEFINITIONS

2.1 "Case" shall mean a trouble ticket within VERITAS' Problem tracking system.

2.2 "Customer" shall mean the end user person(s) or entity properly licensed to use the Licensed Software.

2.3 "Documentation" shall mean a functional description of the Licensed Software, directions for installation, and any other explanatory material provided by VERITAS that are necessary for a Customer to perform the functions of the Licensed Software.

2.4 "Level 1 Support" shall mean the services provided by VERITAS in response to a Customer's initial notification of a suspected Problem. These services include, but may not be limited to, entitlement verification, and call logging.

2.5 "Level 2 Support" shall mean technical support provided by VERITAS for detailed installation, configuration information, compatibility information, Problem isolation, troubleshooting, and Problem duplication of Licensed Software with the intent to resolve Customer's Problem.

2.6 "Level 3 Support" shall mean technical support by VERITAS for Level 2 escalations to resolve Problems in the Licensed Software that are determined to be, or are highly probable to be, the result of a design or implementation defect. The Problem may also be related to compatibility because of complex interaction between the VERITAS Licensed Software and a third party vendor's product.

2.7 "Licensed Software" shall mean the software products licensed by Customer from VERITAS under the terms of a software license agreement.

2.8 "Normal Support" shall mean provision of support by a VERITAS Technical Services Engineer and appropriate engineering resources to provide Fixes and error correction during the life cycle of the Licensed Software.

2.9 "Partial Support" shall mean provision of support by a VERITAS Technical Services Engineer through means of known Workarounds, technical knowledge base, and/or existing Fixes.

2.10 "Patches and Bug Fixes" or "Fix" shall mean any change made by VERITAS to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establishes or restores substantial conformity with the applicable published Documentation delivered as part of the Licensed Software (designated sequentially by VERITAS as "Update 1.1.1", "Update 1.1.2", etc.).

2.11 "Problem" shall mean an instance where Licensed Software does not substantially conform to the published Documentation delivered as part of the Licensed Software.

2.12 "Release" shall mean the addition by VERITAS of a previously not included function or feature to the Licensed Software (designated sequentially by VERITAS as "Release 1.1", "Release 1.2", etc.).

2.13 "Version" shall mean the addition by VERITAS of a function or feature of the Licensed Software, or any change made by VERITAS to the Licensed Software, including all Patches and Bug Fixes made to the Licensed Software since the last Version (designated sequentially by VERITAS as "Version 1.0", "Version 2.0", etc.).

2.14 "Update" shall mean any change to the Licensed Software, Documentation or a component thereof that incorporates Fixes since the last version.

2.15 "Workaround" shall mean a temporary resolution to Customer's Problem.

### 3.0 TERMS OF SUPPORT

3.1 Customers who maintain a current support contract are eligible for Patches and Bug Fixes to the Licensed Software and Documentation Updates, as well as new Releases and Versions of the Licensed Software, as they are made commercially available. Customers may subscribe to e-mail notification for Patches and Bug Fixes and new Releases and Versions for Licensed Software at VERITAS' support website.

3.2 VERITAS will support a Version of the Licensed Software for a period of 24 months following the release of a subsequent Version but not to exceed two (2) prior Versions as follows: (i) for the first 12 months, VERITAS will provide Normal Support for the version of the Licensed Software; (ii) for the second 12 months, VERITAS will provide Normal Support for Severity 1 and Severity 2 issues which is limited to modifications or additions to the Licensed Software that establish or restore substantial conformity with the applicable published Documentation delivered as part of that Version of the Licensed Software and (iii) for the second 12 months, VERITAS will provide Partial Support for Severity 3 and Severity 4. Additionally, VERITAS will make a reasonable effort to provide Partial Support for Years 3 through 5 or as otherwise governed by country and/or local laws. Upon the mutual written agreement of Customer and VERITAS, VERITAS will provide support for Years 3 through 5 at VERITAS' then-current rate for time and materials. A list of current supported versions and hardware configurations matrices may be accessed at VERITAS' support website.

3.3 Technical support is limited to supporting solutions that are approved and certified components by VERITAS. These components include, but may not be limited to, operating system levels, firmware levels, devices, device drivers, and applications.

3.4 If it is determined that a Problem is the result of the end-user's misuse of the Licensed Software or otherwise unrelated to the Licensed Software, at VERITAS' discretion Customer shall reimburse VERITAS at VERITAS' then-current price listed rates for standard time and materials for any services provided by VERITAS.

### 4.0 SUPPORT OBLIGATIONS

4.1 VERITAS markets its support services as VERITAS Technical Services Support. VERITAS Technical Services Support staff will log and track all Customer assistance requests and responses as follows:

4.2 Initial calls into a Technical Service Center will be: (i) serviced by a Level 1 Technical Services employee within thirty (30) minutes or placed directly into a Level 2 Support queue, (ii) logged into the call tracking system, (iii) assigned a Case number and a severity level in accordance with the criteria set forth in the description below. The initial response may be answered in English if after regular business hours within certain regions. However, VERITAS will provide a reasonable effort to accommodate non-English speaking requirements. VERITAS Level 2 Support will respond to a Customer's call within the periods specified in the assigned severity level as described below. Escalation will occur to a Level 3 Technical Services Engineer if both Level 1 and Level 2 support resources have been exhausted. VERITAS, with Customer consultation, has the right to adjust the severity level.

4.3 Customer may be requested to be available for Problem resolution activities. Customer shall provide all information required by VERITAS to reproduce and/or resolve a Problem (including, without limitation, log files, collecting configuration information, capturing error messages, Releases or Versions). VERITAS Technical Services will log and track all Customer assistance requests and responses in its database. Customer may contact VERITAS Technical Services to track the progress of their Case at any time.

#### Severity 1

**Definition:** A Problem has been identified that makes the continued use of one or more functions impossible (or severely restricted) on a critical system and prevents Customer from continued production or severely risks critical business operations. Problem may cause loss of data and/or restrict data availability and/or cause significant financial impact to the Customer.

**Response Time:** A Technical Services Engineer will respond to a Customer call within one (1) hour of a Customer Problem report.

**Start Time for Resolution:** Upon receipt of the Problem report and a Technical Services Engineers initial contact with Customer, VERITAS will commence an immediate effort to verify and resolve the reported Problem and provide continuous effort by the appropriate Technical Services Engineer and/or a development level engineer to arrive at a Fix. The Problem report shall include all reasonable information deemed necessary by VERITAS to resolve the Problem.

### Severity 2

Definition: A Problem has been identified that severely affects or restricts major functionality. The Problem is of a time sensitive nature and important to long-term productivity but is not causing an immediate work stoppage. No Workaround is available and operation can continue in a restricted fashion.

Response Time: A Technical Services Engineer will respond to a Customer call within two (2) hours of a Customer Problem report.

Start Time for Resolution: Upon receipt of the Problem report and a Technical Services Engineers initial contact with Customer, VERITAS will commence an immediate effort to verify, diagnose and replicate the reported Problem. VERITAS will use reasonable efforts to provide Customer with a Fix within ten (10) days of receipt of the Problem. The Problem report shall include all reasonable information deemed necessary by VERITAS to resolve the Problem.

### Severity 3

Definition: (i) A minor Problem that does not have major affect on business operations. (ii) A major Problem for which a Customer acceptable Workaround exists.

Response Time: A Technical Services Engineer will respond to a Customer call within eight (8) hours of a Customer Problem report.

Start Time for Resolution: A Technical Services Engineer will begin work on Problem identification and verification within two (2) business days of receipt of the Problem report. VERITAS will use reasonable efforts to provide Customer with a Fix within ninety (90) days and/or Fix the Problem in the next version of the Licensed Software. The Problem report shall include all reasonable information deemed necessary by VERITAS to resolve the Problem.

### Severity 4

Definition: A minor condition or Documentation error that has no significant affect on the Customer's operations. Additional requests for new feature suggestions, which are defined as new functionality in existing Licensed Software.

Response Time: A Technical Services Engineer will respond to a Customer call within the next business day.

Start Time for Resolution: A Technical Services Engineer will review Severity 4 issues to determine if the issue is considered as a product enhancement for a future release.

## 5.0 REINSTATEMENT FEES

In the event support is not renewed or was never originally procured, a reinstatement fee will be assessed. The reinstatement fee is equal to the support fee for the period in which the Licensed Software was not under support plus twenty-five percent (25%) of such fee.

## 6.0 CONTACTING TECHNICAL SERVICES

Contact information for VERITAS Technical Services may be accessed at [www.support.veritas.com](http://www.support.veritas.com)

APPENDIX C - FOLLOW-THE-SUN CASE RESOLUTION VISUAL



UK GMT +/- 0		
UK	USA	Asia Pacific
7am-5pm	3pm-11pm	9pm 7am

USA PST (GMT -8)		
USA	Asia Pacific	UK
7am-3pm	1pm-11pm	11pm 9am

ASIA PACIFIC AST (GMT +11)		
Asia Pacific	UK	USA
8am-6pm	6pm-4am	2am-10am

**Appendix D - VERITAS Named Caller Forms**  
(See page 9 for fax numbers)

VSN #'s
Description: .....
VSN #: .....
Description: .....
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Description: .....
VSN #: .....
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Named Caller
Name: .....
Company: .....
Address: .....
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Country: .....
Phone: .....
E-mail: .....

Named Caller
Name: .....
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Named Caller
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Country: .....
Phone: .....
E-mail: .....

## APPENDIX E - VERITAS QUICK CHECKLIST TEMPLATES FOR CONTACTING VERITAS TECHNICAL SERVICES

Please consider and collect the following information before calling to VERITAS Technical Services to report an issue:

### 1 Site and Contact Information:

VERITAS Support Number (VSN) – VERITAS™ Business Critical Support customers only  
Telephone, fax, e-mail or pager numbers where you can be contacted

### 2 Computing Environment Information:

System type and operating system

### 3 VERITAS Products:

Software serial numbers  
Network and RDBMS platform  
System configuration  
Software revision levels  
Node numbers (if applicable)  
Host ID (if applicable)

### 4 Specific Error Messages:

Logs, e.g., BEDIAG for VERITAS Backup Exec™; Support Script Output for VERITAS NetBackup™; VXplorer for VERITAS Volume Manager™, File System™ or Cluster Server™ (details of how to access these logs can be found in the product manuals).  
Traces  
Screen dumps

5 Is the product covered by your VERITAS support contract?

6 Define your Severity Level

**Severity 1**—a “system down” or product inoperative condition that impacts your production/business-critical operation  
**Severity 2**—severely affects or restricts major functionality  
**Severity 3**—issue with no major affect on business systems  
**Severity 4**—minor condition or documentation error

7 Your company name, location and VSN number

8 Ensure you are a Named Caller for this product/contract

9 Your name, e-mail address, telephone and extension or pager number

10 Location – please be in front of the computer you need to troubleshoot

**Please note:** Always record your Case/Incident Number

## APPENDIX F - GLOSSARY

**Access to Technical Services Education (Exclusive to VERITAS™ Business Critical Support customers)** – Exclusive access to Technical Services Engineers training at the then current VERITAS list price. Technical Services Education is the highest level of product specific technical training available and is designed to assist in troubleshooting VERITAS products.

**Case** - a trouble ticket within Technical Services case tracking system.

**Case ID** - Used for tracking your case through the global infrastructure of VERITAS Technical Services; case IDs are issued in the following format and contain numbers only: xxx-xxx-xxx.

**Cooperative Support Agreements/Services** - Get answers fast when an issue requires a multi-vendor solution. The VOS Initiative (VERITAS, Oracle and Sun) and memberships such as TSANet, as well as numerous other cooperative support agreements and alliances with other technology providers, allow VERITAS to enjoy vendor-to-vendor support collaboration within the IT community. This provides a secure yet easily accessible online list of vendor contacts and call center process information in order to resolve interoperability issues faster.

**Customer** – The end user person(s) or entity properly licensed to use the Licensed Software.

**Direct Access to Advanced Support Team (Exclusive to VERITAS™ Business Critical Support customers)** - Get direct access to the most experienced TSEs, bypassing the regular support process. Speak directly with advanced team members so your problem is resolved more quickly.

**E-Mail Notification Services** - Subscribe to E-Mail Notification Services, select one or more of the 36 subject areas, and you will receive up-to-date information on known issues, latest patches and updates for VERITAS products. Visit [maillist.support.veritas.com](http://maillist.support.veritas.com) for more information on how to sign up, or refer to the Electronic Self-Help Guide for more information.

**Entitlement Process** – The process in which we identify who you are, what level of support you have purchased and, once verified, we then automatically connect you with the Global Customer Services Support (GCSS) Team (Level 1 support).

**Escalation Manager** – Senior members of the On-Site Support Team that serve as coordination managers for VERITAS™ Extended Support customers who have purchased the add-on On-Site Services.

**Follow-the-Sun Case Resolution** - VERITAS Technical Services offices around the world are linked through a common telephony and application infrastructure, enabling true worldwide Follow-the-Sun case resolution and significantly reducing the time it takes to resolve your cases.

**Global Customer Services Support (GCSS) Team (Level 1 support)** – The organization with VERITAS Technical Services which provides entitlement services

**Global Support Representative (GSR) at Level 1 Support** – A member of the team which comprises VERITAS' Global Customer Support Services.

**Impact Alerts (Exclusive to VERITAS™ Business Critical Support customers)** – Preventative advisory reporting to help avoid potential operational problems. This report is tailored to the customer's VERITAS software install base and environment.

**Incident Number** – See Case ID above.

**JEC** - The Joint Escalation Center (JEC) offers joint customers of the three companies a single point of contact and allows for the enablement of timely resolution to interoperability cases.

**Level 1 Support** – The services provided by VERITAS in response to a Customer's initial notification of a suspected Problem. These services include, but may not be limited to, entitlement verification, and call logging.

**Level 2 Support** – The technical support provided by VERITAS for detailed installation, configuration information, compatibility

information, Problem isolation, troubleshooting, and Problem duplication of Licensed Software with the intent to resolve Customer's Problem.

**Level 3 Support** – The technical support provided by VERITAS for Level 2 escalations to resolve Problems in the Licensed Software that are determined to be, or are highly probable to be, the result of a design or implementation defect. The Problem may also be related to compatibility because of complex interaction between the VERITAS Licensed Software and a third party vendor's product.

**Licensed Software** – The software product(s) licensed by Customer from VERITAS under the terms of a software license agreement.

**Management Escalation** – This type of escalation should occur when a critical issue requires management involvement to ensure expedited awareness of the critical state of your business and requires an expedited response from VERITAS Management and Advanced Technical Services engineers.

**Named Callers** - Named Callers are authorised to call VERITAS Technical Services for the product on which they have received training. This expertise, internal to your organization, allows cases to be resolved more quickly.

**One Day Training Needs Assessment (Exclusive to VERITAS™ Business Critical Support customers)** – VERITAS Education delivers a high-level assessment designed to discover your training needs and deliver the appropriate training solution through the correct standard and custom training programs.

**On-Site Support Engineer (OSSE)** - An On-Site Support Engineer (OSSE) is a senior level engineer who will visit customers at their contractually covered data centers to resolve Severity 1 and/or Severity 2 cases. They have in-depth knowledge of VERITAS products and systems implementation. In addition, OSSE's are required to maintain a comprehensive knowledge regarding non-VERITAS environmental technologies including OS, network topology and infrastructure, hardware and systems integration.

**On-Site Support Services (Exclusive to VERITAS™ Business Critical Support customers)** – VERITAS Extended and Business Critical Support contracted customers may purchase on-site service packages, good for one year from the time of purchase, that entitle them to receive 2 (two) visits by an On-Site Support Engineer (OSSE) for qualified cases. A qualified case is an open severity one or severity two level case on a production system located within the country of purchase.

Please note: Business Critical Customers receive 6 (six) on-site incidents with the initial purchase of their Business Critical level contract.

**Plan of Action (POA)** – A plan provided to you by VERITAS Technical Services detailing the expected steps necessary to resolve your case.

**Priority Call Queuing (Exclusive to VERITAS™ Business Critical Support customers)** - Priority telephone queuing prioritizes calls to the VERITAS Global Support Center, in many cases placing your call ahead of others.

**Quarterly Case History Report (Exclusive to VERITAS™ Business Critical Support customers)** - By finding recurring issues or trends, the Case History Report reveals areas in a technological solution where effectiveness can be improved. The Case History Report shows all the calls from an organization to VERITAS Technical Services, explains the issue and details what was done to resolve it. The Support Account Manager submits a Case History Report quarterly for VERITAS™ Business Critical Support customers.

**Reinstatement Fee** - If you decide not to renew your support contract, and you allow it to expire, and at a later date you decide that you wish to reinstate it, a reinstatement fee will be levied. The reinstatement fee is equal to the support services fee for the period in which the licensed software was not under support, plus 25 percent.

**Remote Accessibility** - Remote support services allow you and the Technical Services staff to connect systems interactively to investigate and resolve issues. This significantly reduces the time and effort for diagnostics, troubleshooting and case resolution.

**Severity Level** – The condition of your system(s) related to a case:

- Severity 1**—a “system down” or product inoperative condition that impacts your production/business-critical operation
- Severity 2**—severely affects or restricts major functionality
- Severity 3**—issue with no major affect on business systems
- Severity 4**—minor condition or documentation error

**Software Updates** – Any change to the Licensed Software, Documentation or a component thereof that incorporates Fixes since the last version.

**Software Upgrades** – The addition by VERITAS of a function or feature of the Licensed Software, or any change made by VERITAS to the Licensed Software, including all Patches and Bug Fixes made to the Licensed Software since the last Version (designated sequentially by VERITAS as “Version 1.0”, “Version 2.0”, etc.).

**Software Patches** – Any change made by VERITAS to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establishes or restores substantial conformity with the applicable published Documentation delivered as part of the Licensed Software (designated sequentially by VERITAS as “Update 1.1.1”, “Update 1.1.2”, etc.).

**Support Account Management (Exclusive to VERITAS™ Business Critical Support customers)** - The VERITAS™ Business Critical Support Account Manager focuses on our relationship with you. Support Account Managers look after clients with global account assistance, case management and case history reporting, along with quarterly site visits.

**Support Account Manager (SAM)** - The SAM focuses on your satisfaction. They are the focal point for managing the on-going relationship between your organization and VERITAS. The SAM will gather information to profile your environments to assist in faster issue resolution, assist in upgrade planning of VERITAS applications and answer any questions you may have regarding Technical Services.

**Support Newsgroups** - Our Support Newsgroups improve the success of your technology investment by enabling you to share and gain expertise in more than 50 product solution-specific newsgroups. Exchange tips and techniques on applying VERITAS technology with your industry peers. This electronic support service is available at [news.support.veritas.com](http://news.support.veritas.com). Please refer to the Electronic Self-Help Services brochure for more information.

**Supportability Assessment (Exclusive to VERITAS™ Business Critical Support customers)** – An On-Site Support Engineer (OSSE) shall provide proactive technical assessment on functionality and supportability for a particular customer environment. This information will be stored and linked back to VERITAS’ global customer support centers to facilitate the identification of software functionality issues, minimize the potential of data corruption or loss and insure timely case resolution.

**Technical Escalation** – This type of escalation occurs when a technical issue becomes critical and an expedited resolution is required. Technical Escalations are dispatched to a Technical Services lead engineer.

**Technical Support Engineer (TSE)** – A VERITAS Technical Services customer support representative.

**Telephone Support** - Telephone support allows you to contact your local VERITAS Technical Services center about any problem. A list of support contact numbers can be found at [support.veritas.com](http://support.veritas.com) by selecting your product from the list. VERITAS™ Basic Support customers are entitled to receive telephone support during their Regional Business Hours only. VERITAS™ Extended and VERITAS™ Business Critical customers are entitled to receive telephone support 24 x 7.

**VERITAS™ Basic Support** - VERITAS™ Basic Support is for small businesses that need consistent, basic support with timely software updates. Customers include small offices and home offices with a limited number of users, running a single server with one or two VERITAS products licensed where continuous uptime is not required. No IT activity is likely to take place after regional business hours.

**VERITAS™ Business Critical Support** - VERITAS™ Business Critical Support is for enterprises that need uninterrupted availability to data and applications at all times, and who would experience immediate and measurable consequences from any disturbance to productivity. These customers use VERITAS technology to support business-critical applications in a complex environment. The VERITAS™ Business Critical Support infrastructure allows these enterprises to experience the full availability of data and systems they demand.

The VERITAS™ Business Critical support offering is the highest level of support available to VERITAS end users.

**VERITAS Education Discounts (Exclusive to VERITAS™ Business Critical Support customers)** – Discounts on VERITAS Education

courses to ensure your staff is fully trained on VERITAS software products.

**VERITAS™ Extended Support** - VERITAS™ Extended Support is for businesses that have an increased need for uninterrupted availability of their data and require around-the-clock support. These customers are usually single-location, homogeneous environments that run workgroup servers and multiple databases together with VERITAS products. IT activity during off-hours is limited.

**VERITAS Support Number (VSN)** - a 12-digit number that enables our systems and personnel to quickly identify you. In addition, it provides key pieces of information about your contract, company details, effective dates, etc. In short, your VSN enables VERITAS Technical Services to provide you with faster, more-efficient service.

**VERITAS Technical Services Case Tracking System** – VERITAS Technical Services global infrastructure which ensures that your case can be immediately accessed and viewed around the world.

**VOS** - VERITAS, Oracle, and SUN (VOS) have collaborated to integrate the leading server and OS platform, database, and data availability solutions. The VOS Initiative ensures that configurations are tested and validated for interoperability and reliability.

**Web KnowledgeBase** - The VERITAS Web KnowledgeBase is an on-line document resource center that contains all publicly available information on our products. Simply type in your keywords to gain immediate access to the specific topics you are looking for. The Web KnowledgeBase is available at [seer.support.veritas.com](http://seer.support.veritas.com).

**Web-Based Case Management (Exclusive to VERITAS™ Business Critical Support customers)** – Internet capability designed for customers to submit and review cases via a web-based user interface. The customer may also add notes to an open case, track progress of their case and review any associated Plans of Action (POAs).

## INDEX

Addresses, E-mail Addresses and Local Office Information	20 - 22
Checking Case Status	14
Contacting Support	8
Contacting Support Checklist	10
Contacting your SAM (Support Account Manager)	15
Cooperative Support Agreements	6, 13
Entitlement and Call Logging	11
Escalation Procedures	17
Fax Numbers to Update Named Callers	9
Follow-the-Sun Case Resolution	6
Follow-the-Sun Case Resolution Diagram	26
Global Account Management	15
Global Support Representative (GSR)	11
Isolating the Cause of Your Case	13
Management Escalation	17
Mission Statement	3
Named Caller	9
On-Site Support	13, 16
On-Site Support Engineer (OSSE)	16
Obtaining an On-Site Support Engineer	16
OSSE (On-Site Support Engineer) Deliverables	16
Opening a Case	8
Reinstatement Fees	18, 25
Renewing Contracts	18
Support Account Managers (SAM)	15
Support Account Managers (SAM) Deliverables	15
Severity Response Times and Definitions	11, 12
Support Solutions	4 -7
Support Solutions Matrix	4
Technical Escalation	17
Technical Services Support Policy - Definitions	23, 24
Technical Services Support Policy - Overview	23
Technical Services Support Policy - Support Obligations	24, 25
Technical Services Support Policy -Terms of Support	24
TSANet	13
Updates/Upgrades and Patches	19
VERITAS Support Number (VSN)	8

About VERITAS: For enterprises that demand continuous availability of business-critical information, VERITAS is the leading enterprise-class application storage management software provider. Unlike other types of storage management vendors who offer proprietary hardware-centric solutions or limited product offerings, VERITAS provides leading, comprehensive enterprise-class application storage management solutions that ensure information availability, enabling customers to protect, access and manage their business-critical information.

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