

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)
Cooperative Support Agreements/Services		X	X
Follow-the-Sun Case Resolution		X	X
Telephone Support	X (Regional Business Hours Only)	X (24 x 7)	X (24 x 7)
VOS – Joint Escalation Center	X	X	X
Remote Accessibility	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

*Indicates Exclusive Availability To Business Critical Customers Only