



***Business Critical Services***  
(Remote Product Specialist, Datacenter, National, Global)

| Severity Levels             | Service Level Expectations                             |   |                                 |
|-----------------------------|--|---|---------------------------------|
|                             | Initial Response by a Technical Support Engineer (TSE) | Continuous Efforts Available Upon Request | Service Type                    |
| Severity 1 (Emergency)      | within 15 minutes                                      | Yes                                       | Live call transfer              |
| Severity 2 (Critical)       | within 2 Clock hours                                   | No  | Live call transfer or call back |
| Severity 3 (Minimal)        | within 6 Clock hours                                   | No  | Call back                       |
| Severity 4 (Change Request) | within next Business Day                               | No  | Call back                       |

**Note:** All Business Critical Services hereunder shall be provided in accordance with the applicable Technical Support Policy that applies to the Licensed Software which are the subject the Business Critical Services, and which may be updated by Symantec from time to time without notice.

With respect to the delivery of Business Critical Services only, this chart of Service Level Expectations supersedes any inconsistent response timeframes stated in the applicable Technical Support Policy."

**MANAGEMENT OF SUPPORT CASES:**

Our goal is to acknowledge that you have contacted us (by phone or electronically) about a Problem within ten (10) minutes of our receipt of such contact. We will log your Case and Severity Level into our global electronic tracking system, and provide you with a Case number so that a technical support engineer can then take over the Case.

The initial response may be answered in English if the response is provided after standard regional business hours within certain regions. However, Symantec will provide a reasonable effort to accommodate non-English speaking requirements.

Symantec Support will respond to a Customer's call within the periods specified in the assigned Severity Level as described herein. We will give you guidance in setting the appropriate initial severity level for that Problem. Our target response times will be determined based on the Severity Level assigned to your Problem and any changes to that Severity Level. As the Case progresses, we will let you know if your Problem no longer fits the definition of the severity level originally assigned to the Problem, and we may want to discuss adjusting the severity level. Your feedback regarding any adjustment is important to us. However, if we are unable to contact you to discuss an adjustment, we may temporarily adjust the assigned severity level while waiting for your response. If we have your contact information then we will try to give you advance notice of any plans to adjust the Severity Levels.

Symantec Technical Support will log and track all requests for assistance that we receive from Customers, and our responses in the Symantec global electronic tracking system. Customer may contact Symantec Technical Support to track the progress of their Case at any time or may visit our website at <http://www.symantec.com/techsupp/enterprise/>.

**YOUR RESPONSIBILITIES:**

Customer may only receive the Business Critical Services during such time as the Customer has and maintains a valid support agreement for 24 x7 technical support services from Symantec for the applicable Symantec Licensed Software.

As a valued customer of Symantec, you play an integral role in the success of this support relationship. The response targets stated herein depend upon you carrying out your responsibilities and requirements. We encourage you to take advantage of the product training, education courses and consulting services that we provide so that you can better understand the functions and features of your Licensed Software and the optimal configurations in which to install and implement your Licensed Software. We also recommend, and may request, that your designated point of contact for Support Services be familiar with our products and your configurations so that we can better resolve your Cases as efficiently as possible. Although we offer customers toll-free access to telephone support in certain geographical regions, customers will be responsible for all other telecommunications charges that they incur (such as faxes, telephone lines, internet services and the like).

We recommend that you configure a test system and/or environment that can be used to validate configuration and settings before installing your Licensed Software as well as perform troubleshooting once you have installed your Licensed Software.

Once you open a Case, please provide us with all relevant and available diagnostic information (including product or system information) and other information that we may require in order to replicate and/or resolve a Problem in a timely manner. For example, we may request log files, configuration information, error messages, and details about your releases or Software Updates. Please proactively apply applicable Software Updates and Security Updates to better ensure that your Licensed Software performs at optimal levels.

If a Customer requests that we provide "Continuous Efforts" for a Severity Level 1 Case, then that Customer will be required to be available twenty-four (24) hours a day to assist with gathering any additional documentation to ensure progress with your Case. Additionally, you agree that the provision of such "Continuous Efforts" is contingent upon the availability of your technical contact. If your resource is not contactable, then Symantec reserves the right to downgrade the Case until we have your full cooperation.

#### **DEFINITIONS:**

**Availability Technical Services Support Policy** shall mean the then current version of the document captioned "VERITAS Technical Services Support Policy", outlining the terms of support, support obligations, severity levels and other provisions applicable to the technical services and support provided for the Licensed Availability Software.

**Continuous Efforts** means you have logged a Severity 1 Case that requires uninterrupted efforts by Symantec Technical Services Engineers twenty-four (24) hours a day including weekends and holidays. Continuous Efforts will be performed in English and we will make reasonable efforts to accommodate local language requirements where available.

**Licensed Software** means the Symantec products listed at the following URL  
<http://www.symantec.com/techsupp/enterprise/bcs/bcsdngspl.html> lists Licensed Software eligible for coverage

**Problem** means a technical question you may have about your Licensed Software, including when you believe that it does not substantially conform to its Documentation, or when you have a question relating to the support of the Licensed Software (such as regarding installation or configuration). We do not consider general questions about any of our products (including your Licensed Software) to be "Problems." Nor do we consider questions relating to integration, product training, or project implementation to be "Problems".

**Security Technical Services Support Policy** shall mean the then current version of the document captioned "Symantec Version Support Policy for Software ." outlining the technical support process, version support, service requests and other provisions applicable to the technical services and support provided for the Licensed Security Software.

**Severity Level 1 (Emergency)**: Your product server or other mission critical system(s) are down; or a substantial portion of your mission critical data is at a significant risk of loss or corruption; or you have had a substantial loss of service; or your business operations have been severely disrupted; or you have not met a major milestone in a required test system. And in each situation, no Workaround is immediately available.

**Severity Level 2 (Critical)**: A major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected

**Severity Level 3 (Minor):** There has been a limited adverse effect on your business operations

**Severity Level 4 (Change Request):** Your business operations have not been adversely affected. A Customer request for new features which would be considered to be new functionality in existing Licensed Software.

**Technical Services Support Policy** shall mean individually or collectively, as the context dictates, either the applicable Availability Technical Services Support Policy or the Security Technical Services Support Policy.