VERITAS

Using your support service

Thank you for purchasing your Veritas Support from SCC. This document will explain what you need to do in order to gain the most from your support contract. The Veritas Technical Support Partner Program enables a streamlined support experience, through a single-point-of-contact, with a highly-qualified solution provider for fast resolution of the most complex IT issues.

What type of cover do I have?

Your Support agreement will state what level of cover you have: -

Essential Support Highlights

- Access to technical support provided by telephone on a 24x7x365 basis
- Continuous Efforts Problem Resolution
- Engineering (available upon request for Severity 1 Cases only)
- Access to the Veritas technical support website
- Delivery of bug fixes and patches
- Essential Support includes Content Updates, if applicable, and Upgrade Assurance

Basic Maintenance Highlights

- Access to technical support provided by telephone from 9am to 5:30pm on Business Days
- Access to the Veritas technical support website
- Delivery of bug fixes and patches
- Basic Maintenance includes Content Updates, if applicable.
- and Upgrade Assurance

SLA

- SLA's for various severity levels can be found in the table in schedule 2 of the support agreement

Severity Level

- Severity level definitions can be found in Schedule 2 of the support agreement

Licensed Software Updates

Information about the availability of Patches and Bug Fixes, new Major Releases, and new Minor Releases for Licensed Software can be found at the following Veritas Website:

License Agreements

The customer should refer to Veritas's License Agreement website: for standard terms and conditions for Veritas solutions

Support Tools and Technologies

SCC deploys a number of different tools and technologies to assist in providing Maintenance Services. Depending on the Maintenance Services purchased and the nature of the Problem, SCC may offer a remote diagnostic and troubleshooting service to access the Customer computer system remotely to perform diagnostic and troubleshooting activities for the Licensed Software. This must be covered by the support desk if remote access is required.