

VERITAS™



Services Guide

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Thank you for purchasing VERITAS Software products. At VERITAS, the customer relationship begins – not ends – with your software purchase. Your data and applications are critical for the continuing operation and viability of your business. VERITAS software solutions are designed to safeguard the uninterrupted accessibility of your business-critical data. VERITAS is the world's leader in delivering business continuance through highly reliable, manageable and scalable data infrastructures. For enterprises to derive the maximum benefits from our software products, they need access to a full range of responsive, customer-driven services. Today, our portfolio of Consulting, Education and Support Services can help you achieve:

- Improved access to business-critical data
- Decreased time to market
- Decreased customer acquisition costs
- Increased customer loyalty and retention
- Reduced capital expenditures
- Decreased operating costs
- Increased productivity
- Reduced technical infrastructure costs
- Increased technological competitiveness
- High availability for your e-business initiatives



VERITAS Vsupport™ – Technical Support Services VERITAS Vsupport Options

VERITAS Vsupport™ Options

No matter where in the world you are, VERITAS Vsupport™ is available to you. Our globally distributed support centers use the latest available technology to track communications and responses to issues. Vsupport services exist to increase your competitive advantage and business viability by helping you avoid unnecessary downtime and optimize the deployment of VERITAS solutions in your operation. Going beyond issue resolution, expert support helps to ensure the continued availability of your data and contributes to an increase in the return on your investment in technology.

Vsupport assists customers in maintaining their data availability with three groups of services: **Contract, Incident and Electronic.**

VERITAS Vsupport Services

With Vsupport Services, you choose the level of support that best fits your needs. It offers five annual contracts at various levels of service and can be upgraded easily to meet changing needs. Vsupport covers all VERITAS products and is available worldwide.

Vsupport Contract Services

Vsupport Contract Vs1 is for small businesses that need consistent, basic support with timely software updates. They will include small offices and home offices with a limited number of users, running a single server with one or two VERITAS products licensed and no information technology (IT) activity likely to take place after hours.

- Web knowledge base
- Named callers (two)
- E-mail notification services
- Technical support newsgroups
- Software upgrades, updates and patch releases
- Telephone support, regional business hours
- Follow-the-sun problem resolution engineering (severity 1 only)

Vsupport Contract Vs2 is for businesses that have an increased need for uninterrupted availability of their data and require responsive support around the clock. Usually, these will be single-location, homogeneous environments that run workgroup servers and multiple databases together with VERITAS products. IT activity during off hours is limited.

- All Vs1 features
- Named callers (six)
- Cooperative support services
- Web-based case submission (coming soon)
- Telephone support, 24x7
- Follow-the-sun problem resolution engineering (severity 1 and 2)

Vsupport Contract Vs3 is for small-to-medium enterprises or business units at multiple sites on one continent with groups of servers and multiple databases. They use VERITAS products to support key business applications in their heterogeneous environments and need 99% uptime, often with around-the-clock business and IT activity.

- All Vs2 features
- Named callers (10)
- Remote accessibility
- VERITAS Knowledge Exec™ CD (once per year)
- Regional Vsupport account management
 - Case management
 - Case history report
 - Available during regional business hours only
- Vsupport fly-to-site engineer (severity 1 only, two incidents)

Note: Vs2 must be purchased on all licenses to be eligible.

Vsupport Contract Vs4 is for multinational enterprise customers that need uninterrupted availability of data and applications at all times, with immediate and measurable consequences of any disturbance to continuous productivity. They use VERITAS technology to support critical applications in a complex environment. Vs4 delivers a support infrastructure that allows larger enterprises with complex environments to enjoy the full availability they demand of data and systems.

- All Vs3 features
- Named callers (unlimited)
- Priority call queuing
- Direct access to advanced support
- Senior Vsupport account management
 - Case management
 - Case history report
 - Available 24x7
 - Quarterly on-site visits
- Vsupport fly-to-site engineer (severity 1 and 2, six incidents)

Note: Vs2 must be purchased on all licenses to be eligible.

Vsupport Contract Vs5 will be of high value to large global enterprises that desire the greatest available level of partnership with VERITAS to accomplish maximum availability of critical data and applications 24xforever.

- All Vs4 features
- Executive Vsupport account management
 - Case management
 - Case history report
 - Available 24x7
 - Quarterly or upon request on-site visits
- Vsupport fly-to-site engineer (severity 1 and 2, 20 incidents)
- Technical services executive sponsor program

Note: Vs2 must be purchased on all licenses to be eligible.

Program Level	Vs1	Vs2	Vs3	Vs4	Vs5
Technical services executive sponsor program					X
Direct access to advanced support team				X	X
Priority call queuing				X	X
Vsupport fly-to-site engineer			2-Sev 1	6-Sev 1&2	20-Sev 1&2
Case history report			X	X	X
Vsupport account management			X	X	X
Remote accessibility			X	X	X
VERITAS Knowledge Exec CD			X	X	X
Cooperative support services		X	X	X	X
Web-based case submission (coming soon)		X	X	X	X
Follow-the-sun problem resolution engineering	Sev 1 Only	Sev 1 & 2	Sev 1 & 2	Sev 1 & 2	Sev 1 & 2
Software upgrades, updates and patch releases	X	X	X	X	X
Web knowledge base	X	X	X	X	X
E-mail notification services	X	X	X	X	X
Technical support newsgroups	X	X	X	X	X
Named callers	2	6	10	Unlimited	Unlimited
Telephone support	Regional business hours	24X7	24X7	24X7	24X7

VERITAS Incident Vsupport

Customers can purchase VERITAS Vsupport Incidents for support when using VERITAS products such as VERITAS Backup Exec™, VERITAS WinINSTALL™ and VERITAS Replication Exec™ product families. Incidents allow customers to receive support only when they need assistance.

Customers may purchase support for a single incident, on an as-needed basis or in packs. The Incident support entitles the customer to technical support services until that issue is resolved and closed. Incident support enables customers to call our support technicians toll-free (where available). Prices for Incident support vary based on hours available — standard business hours or continuous 24x7 — and product family. For more information, please go to <http://vsupport.veritas.com>.

One-, Five- and 10-Incident Pack Support

For multiple Incident support purchases, customers can purchase Vsupport Incidents in packs of one, five and 10. One-pack purchases are for customers that can handle most technical issues on their own. Incident packs of five or 10 also may be purchased for convenience and savings and, if desired, distributed to administrators. The Incident packs will be

activated at the time of purchase and expire one year from the date of purchase. Standard Incident support is available during business hours (12x5).

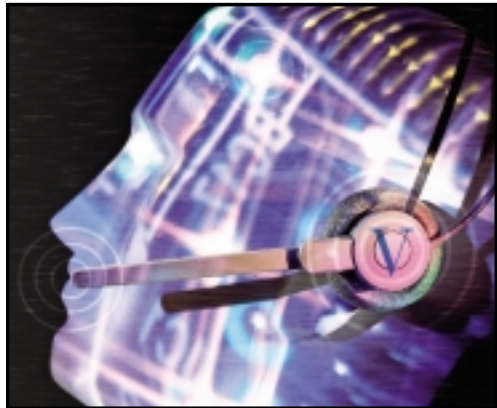
Priority 10-Pack Support

Customers can purchase a Priority 10 Pack for 24x7 support coverage and experience priority phone queuing, which routes calls to the next available technician. A Priority 10 Pack will activate at the time of purchase and expire one year from the date of purchase.

Electronic Support Services

VERITAS Vsupport offers three electronic support services that are available to all customers: e-mail notification, newsgroups and the Web-accessible knowledge base.

The e-mail notification service is available to those who submit their names to the list server. It is highly recommended that all customers use this service because it sends valuable information and product alerts. Vsupport maintains newsgroups where customers can exchange ideas, best practices and tips.



The knowledge base is an excellent source to search for the answers to support questions. Customers can find the electronic services at <http://vsupport.veritas.com>.

How to Purchase VERITAS Vsupport

Go to <http://vsupport.veritas.com> to find out about contacts and support options available to you, or contact your local VERITAS sales representative or reseller.

How to Access VERITAS Vsupport for Technical Issues

Telephone Support

To contact Vsupport's worldwide network of support offices via telephone, please go to the VERITAS Vsupport Web site and select the product from the list about which you have questions. The Web site offers contact information specific to your software product and allows you to select the support office closest to you. We have provided a few support telephone numbers below for select offices around the world.

VERITAS Vsupport Worldwide Network of Telephone Support Offices			
Locations*	Language	Phone Number	Hours
Australia	English	+61 2.8220.7111 or 1300 365510	08:00hrs – 18:00hrs ET
France	French	+33 (0)1.55.69.50.70	08:00hrs – 18:00hrs CET
Germany	German	+49 (0)69.95.08.62.93	08:00hrs – 18:00hrs CET
Spain	Spanish	+34 (0)9.17.49.77.09	08:00hrs – 18:00hrs CET
United Kingdom	English	+44 (0)870.6066000	07:00hrs – 17:00hrs GMT
United States	English	1.800.342.0652 or +1.650.335.8555	08:30hrs – 20:00hrs EST

**With more than 20 support facilities worldwide, Vsupport has more support office numbers than listed above. Please consult the Web site at <http://vsupport.veritas.com> to find the support office nearest to you.*

World Wide Web Site

From our technical Web site, <http://support.veritas.com>, you can search our knowledge base or download current product updates. Our Web site contains updated file postings, evaluation software, patches and hundreds of up-to-date technical notes and troubleshooting guides. Before you install your VERITAS product, please visit our alerts Web page to determine if any important issues affect your new software. Go to **<http://support.veritas.com/alerts.htm>**. While you are there, please sign up for our e-mail notification service so you will continue to keep abreast of the latest product information.

Use Our FAST Codes Call Option

For your VERITAS Vsupport experience to be as easy as possible, FAST Codes can be used to route your call immediately to the proper support group. By entering an easy-to-remember, three-digit code, your call will be directed immediately to the correct support group. To obtain the FAST Code for your product, please go to <http://support.veritas.com/fastcode.htm>.

VERITAS Consulting

Worldwide, **VERITAS Consulting** guides IT decision makers safely through today's biggest business challenges. We listen to your needs and translate them to cost-effective solutions. By understanding information technology and your business requirements, we maximize the success of your strategy through the rapid deployment of new data-management solutions and increasing availability. By applying our proven methodology through our line of VproServices™, VERITAS Consulting quickly mobilizes global capabilities, leveraging our experience and resources. As experts in VERITAS' industry-leading software solutions, we are uniquely qualified to help you get maximum value from your data-management infrastructure and improve your business success.

VproServices

VproAssess™ helps customers define business strategies, whether across multiple technology areas focusing on people and processes or in a single technology area such as storage area networking, data protection, high availability or data management. In a VproAssess engagement, the VERITAS consulting team considers your present environment and identifies the objectives that affect IT planning. After determining the solution needed to meet your goals while minimizing cost of ownership, VERITAS Consulting delivers a detailed report that clearly defines the steps necessary to reach your goals.

VproDesign™ creates the architecture for a customer's desired environment based on VERITAS products. Based on the scope of the project, the design phase may include hardware recommendations and a project plan. As the platform-independent data availability software provider, VERITAS is uniquely qualified to help you design the environment to meet your data availability needs and business requirements.

VproLaunch™ applies our best practices knowledge by deploying VERITAS technologies to meet your business requirements. VERITAS Consulting employs the industry's top data availability consultants to ensure that your solution is deployed optimally the first time. The deployment services follow a methodology designed to launch an optimized solution promptly.

VproExtend™ builds on existing VERITAS products to enable new and expanded capabilities that further integrate VERITAS technology into your business processes. These tools are highly configurable, which enables the VERITAS consultant to adapt the technology to your process for an optimized solution.

VproManage™ services keep your VERITAS solution running at optimum performance levels. As the IT environment changes or as upgrades are released, your data availability solution may need subtle changes and updates for optimization or to realize new capabilities. VproManage services use VERITAS expertise to examine your environment for possible improvements and apply the recommendations upon your approval.

VproResource™ provides you continuing access to the storage expertise of VERITAS Consulting's resources. Through VproResource, you can leverage the internal knowledge and industry experience with extended on-site engagements for IT staffing and project management services.

We invite you to find out more about VERITAS Consulting's VproServices. Please contact your VERITAS sales representative or go to www.veritas.com.

VERITAS Education Services

VERITAS Education Services supports business and IT professionals with the highest-quality, most comprehensive education, using proven methods. Education Services helps to:

- Increase the return on investment (ROI) for your VERITAS software purchase
- Improve service levels for end users
- Speed deployment times
- Help increase employee retention while improving on-the-job performance

Flexible Delivery and Learning Options

VERITAS courses address a wide variety of subjects for UNIX and Windows NT platforms. For an up-to-date list, see your regional Web site. Training options include:

- **Instructor-led classroom** training in North America, Europe, Japan and Australia, where each student has access to a dedicated system for intensive, hands-on lab work. If you wish to contact Education Services in Europe, please send an e-mail message to **emea.training@veritas.com** or point your browser to **<http://www.veritas.com/us/services/education/info/>** to find the closest facility.
- **Instructor-led training at your facility** enables VERITAS courses to be delivered on your equipment, to just your team members in the environment in which they will be using the VERITAS solution.
- **Instructor-led training at our facility** enables you to provide classes exclusively to your employees, using VERITAS classrooms and expertise.
- **Web-based eLearning courses** teach fundamental product knowledge, supplementing our instructor-led education. Our eLearning not only prepares you for the courses taught in our education centers, but also serves as excellent refresher courses. VERITAS eLearning courses address a wide variety of subjects, with new courses being added every month. Please go to **<http://www.veritas.com/education/learning/Elearning.jhtml>** for an up-to-date list of courses.

The VERITAS Training Partners Program offers certified VERITAS training through selected partners, worldwide. For more information about this program, please e-mail **training@veritas.com**.



About VERITAS®: VERITAS Software Corporation (Nasdaq:VRTS) provides essential data availability software solutions that enable customers to protect and access their business-critical data for business without interruption.

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For additional information about
VERITAS Software, its products, or the
location of an office near you, please
call our corporate headquarters or visit
our Web site at www.veritas.com.