

# Veritas NetBackup™ Flex Scale Support

Expertise to maximize your investment.

## Overview

Veritas NetBackup Flex Scale consists of NetBackup Flex Scale software (“NetBackup Flex Scale Software”) and NetBackup Flex Scale hardware. Associated maintenance/support services are available for NetBackup Flex Scale software and NetBackup Flex Scale hardware as described below.

Flex Scale is available under the models described below:

### Validated Platform and Resell Model

- Veritas will provide Level 1 support for the entire Flex Scale Solution (software and hardware)
- Level 2+ support will be provided as follows:
  - Veritas will deliver Flex Scale software support
  - Veritas will escalate Flex Scale hardware support issues to the applicable Flex Scale hardware support provider
  - Veritas and the applicable Flex Scale hardware support provider will collaborate on Flex Scale hardware support issues until the case is closed

### NetBackup Flex Scale Software Support

Veritas will deliver software support for Flex Scale software consistent with the terms and conditions of the software support offering, as set forth in the applicable legal agreement or certificate with Veritas. Flex Scale software support is provided in accordance with applicable Veritas support policies.

Flex Scale software includes the following features that are relevant to support, as further described in the license agreement:

| Software Feature    | NetBackup Flex Scale Software Feature Details   |
|---------------------|---|
| NetInsights Console | <ul style="list-style-type: none"> <li>▪ Access to NetInsights Console website to monitor NetBackup Flex Scale <a href="http://netinsights.veritas.com">netinsights.veritas.com</a></li> </ul>  |
| AutoSupport         | <ul style="list-style-type: none"> <li>▪ 24/7 remote monitoring of hardware system health</li> <li>▪ If a problem is detected, Flex Scale software will transmit an event to the Veritas AutoSupport service.</li> <li>▪ The Veritas Call Home Services team (CHS team) will review and determine the course of action, including creating a support case, if applicable</li> <li>▪ The Call Home Services team will open technical support cases with hardware vendors</li> <li>▪ The Call Home feature is provided only if properly enabled by the End User on the NetBackup Flex Scale software user interface               <ul style="list-style-type: none"> <li>- Must provide network connectivity to the Veritas AutoSupport service</li> </ul> </li> <li>▪ AutoSupport is provided on a global basis; US-person/US-based case management does not include AutoSupport coverage</li> </ul> |

## Flex Scale Hardware Support

Support for Flex Scale hardware is sold and delivered by the applicable Flex Scale hardware provider, with the exception of Level 1 support delivery by Veritas.

End customers that have concerns regarding sensitive data that may be stored on the hard disks included in Flex Scale hardware should review available options with the relevant Flex Scale hardware provider. The Flex Scale hardware provider can confirm whether their hardware maintenance/support offerings include a media retention solution that would permit end customers to keep hard disks.

Current Flex Scale hardware provider support information:

| Flex Scale Hardware Provider | Flex Scale Hardware Support Offerings   |
|------------------------------|---|
| HPE                          | <ul style="list-style-type: none"><li>▪ HPE offers Basic, Essential, and Critical</li></ul> |

## About Veritas

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at [veritas.com](https://veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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