

Veritas Enterprise Technical Support



Remote Access Support Terms

REMOTE ACCESS SUPPORT TERMS

BEFORE YOU CHOOSE THE "I AGREE" BUTTON AT THE BOTTOM OF THIS WINDOW, CAREFULLY READ THE LIABILITY DISCLAIMER BELOW. BY CHOOSING THE "I AGREE" BUTTON YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18 AND HAVE THE CAPACITY AND AUTHORITY TO BIND YOURSELF AND YOUR EMPLOYER, AS APPLICABLE, TO THE TERMS OF THE DISCLAIMER BELOW; AND (2) CONSENTING ON BEHALF OF YOURSELF AND/OR AS AN AUTHORIZED REPRESENTATIVE OF YOUR EMPLOYER, AS APPLICABLE, TO BE BOUND BY THIS DISCLAIMER. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THE DISCLAIMER, OR DO NOT REPRESENT THE FOREGOING, YOU WILL NOT AND MAY NOT RECEIVE REMOTE ACCESS SERVICES FROM VERITAS.

Remote access services are provided at your sole risk. Veritas assistance is provided on the following terms and conditions:

You have requested the assistance of a Veritas technical support representative through a remote connection to your computer. The ability for Veritas to remotely access your computer significantly enhances Veritas' ability to resolve your technical problem quickly. You understand that by requesting such assistance, you will be providing Veritas technical support personnel with access to and control of your computer. In addition, you may be providing Veritas technical support personnel with access to files that reside on your computer. Be sure to close any confidential or personal files that you may be working on, before allowing remote access to your computer. In order to provide the services, Veritas technical support personnel are not expected to need to make any copies or downloads of your files or to retain any information accessed from your computer. Your remote connection session with Veritas may be recorded for quality control purposes.

Your name and contact details provided in order to log your support request will be processed in accordance to the privacy notice and data protection clause of our support policy at <http://go.veritas.com/support-fundamentals>.

VERITAS' LIABILITY AND THE LIABILITY OF ITS VENDORS AND LICENSORS SHALL BE LIMITED TO THE TOTAL VALUE OF THE VERITAS REMOTE ACCESS TECHNICAL SUPPORT SERVICES, NOT TO EXCEED THE LIMITATION OF LIABILITY IN YOUR CURRENT VERITAS SOFTWARE LICENSE AGREEMENT, YOUR CURRENT VERITAS TECHNICAL SUPPORT OR SERVICES AGREEMENT, OR IF YOU HAVE NO CURRENT VERITAS SOFTWARE LICENSE AGREEMENT OR VERITAS TECHNICAL SUPPORT OR SERVICES AGREEMENT, \$10,000 USD PER INCIDENT.

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I AGREE TO ALLOW VERITAS REMOTE ACCESS TO MY COMPUTER TO PERFORM TECHNICAL SUPPORT SERVICES IN ACCORDANCE WITH THE TERMS OF THE ABOVE DISCLAIMER.