



## Veritas Alta™ SaaS Protection Legacy Services - Service Description



### Service Overview

This Service Description amends the Veritas Alta SaaS Protection Service Description

([https://www.veritas.com/content/dam/Veritas/docs/policies/Veritas\\_Alta\\_SaaS\\_Protection\\_Service\\_Description.pdf](https://www.veritas.com/content/dam/Veritas/docs/policies/Veritas_Alta_SaaS_Protection_Service_Description.pdf))

detailing out several Service variations being provided to certain legacy Customers but not made available for new purchases.

### Legacy Service Considerations

#### Storage Allocations

Customers who purchased the Enterprise or Enterprise Plus package option of the Service prior to June 30, 2022, will have been provisioned at the following storage allocations (as opposed to the current storage allocations):

- 40 GB Enterprise, or 60 GB Enterprise Plus for Microsoft 365 Suite and Google Workspace.
- 20 GB Enterprise, or 30 GB Enterprise Plus for all other Per User Connector Types.

#### Enterprise Elite

Customers of the Enterprise Plus package option receive all the service features listed in the Service Offerings table for the Enterprise Plus offering, plus the additional items detailed below:

- **Extra data backup:** Customers can make an additional backup of its air-gapped data to another location. Customers must have a separate Azure subscription to provide a location for the extra data backup and is responsible for any of its Azure costs associated with this backup.
- **Test and Dev Tenant Option:** Customers can leverage a pre-production environment if needed.
- **Increased Storage Quotas:** For each Connector Type purchased at a per User level, Customer receives an increased storage quota of 40 GB per user, except for Microsoft 365 Suite, which provides 80 GB per user.

#### Tenant Hosting Options

A Customer who has elected to have its Tenant provisioned within its own Azure subscription, or its designated non-Veritas third-party's Azure subscription, by providing additional information to Veritas at the time of provisioning ("Customer-Hosted Tenant"). Even in a Customer-Hosted Tenant, Veritas provisions and manages the tenant and resources.

There are a few key differences in a Customer-Hosted Tenant:

- If a Customer-Hosted Tenant is selected, Customer-Hosted Tenants must be used across all of Customer's licenses in the Service.
- Veritas cannot provide a Service Level Agreement around Uptime to Customer.



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- Customer's access and right to use the Service cease at termination or expiration of the Service, and Customer is responsible for decommissioning all Customer Data at that time. Customer must follow all reasonable decommissioning instructions provided by Veritas.
- Veritas is not responsible for any Microsoft Azure or other third-party fees or costs that Customer may incur from use of the Service within a Customer-Hosted Tenant.
- Despite choosing a Customer-Hosted Tenant, Customer must still adhere to the purchased number of users for per user Connector Types and the purchased amount of FETB for FETB Connector Types.

**DISCLAIMER OF WARRANTY FOR CUSTOMER-HOSTED TENANT.** CUSTOMER ACKNOWLEDGES AND AGREES THAT (a) ACCESS TO A THIRD-PARTY CLOUD SERVICE PROVIDER ("CSP") IS PROVIDED UNDER CUSTOMER'S SEPARATE TERMS AND CONDITIONS WITH THAT THIRD PARTY, AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES FROM VERITAS, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND (b) CUSTOMER'S ACCESS TO CUSTOMER'S TENANT ON A CSP'S ENVIRONMENT IS SUBJECT TO CHANGES BY THE CSP PROVIDING SUCH ENVIRONMENT, WHICH ARE OUTSIDE VERITAS' CONTROL. VERITAS SHALL NOT BE RESPONSIBLE FOR ANY OUTAGES, DATA LOSS, BUGS, TECHNICAL PROBLEMS, OR OTHER ERRORS CAUSED DIRECTLY OR INDIRECTLY THROUGH CUSTOMER'S ACCESS TO THE CSP ENVIRONMENT. CUSTOMER BEARS ALL RISKS RELATED TO USE OF THE SERVICE UNDER THE CUSTOMER-HOSTED TENANT OPTION, OR DUE TO ANY CHANGES CUSTOMER MAKES TO THE TENANT THAT ARE NOT AUTHORIZED BY VERITAS.

### Software Development Kit (SDK)

Purchase of the Software Component SDK add-on allows Customer to integrate the Service with Customer's existing systems, other Veritas products, or third-party products, subject to the limitations set forth below:

- Customer may use a reasonable number of copies of such Development Tool(s) solely in support of Customer's use of the Service for the following purposes: 1) integration with internal systems to streamline and automate processes for reporting and workflows or 2) development of software that imports or retrieves data from a third-party technology into the Service solely in support of Customer's use of the Service. Customer has no right to modify or alter the SDK and may not distribute the SDK, alone or as integrated with any other code or product, in any manner whatsoever to any third party. Customer may not use the SDK except as expressly provided herein.
- An annual subscription to the SDK is limited to ten (10) hours of engineering time. If Customer needs further assistance with respect to the SDK, Customer will need to purchase additional assistance from Veritas. Support for Services does not include the SDK.
- Open-Source Code. Customer's license rights to the SDK are conditioned upon Customer not creating derivative works of the SDK in any manner that would cause the SDK in whole or in part to become Open-Source Code.



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- **Warranty Disclaimer.** THE SDK IS PROVIDED "AS IS," EXCLUSIVE OF ANY WARRANTY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, OR ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED. FURTHERMORE, VERITAS SHALL NOT BE LIABLE UNDER ANY THEORY FOR ANY DAMAGES SUFFERED BY CUSTOMER OR ANY USER OF THE SDK OR ANY APPLICATIONS PROVIDED BY CUSTOMER WHICH WERE DEVELOPED USING THE SDK.
- **Development Disclaimer:** Veritas shall not be responsible for any such integration, or any development and programming activities undertaken by Customer, including but not limited to use of the SDK for anything other than its intended purpose. Unless Customer uses an appropriate degree of skill and care in Customer's development and programming activities, any integration may cause errors or problems in the use or operation of the Service. VERITAS SHALL HAVE NO LIABILITY FOR ANY USE OF THE SDK FOR OTHER PURPOSES OR FOR ANY FAILURE OF THE SDK AND/OR THE SERVICE BASED ON CUSTOMER'S FAILURE TO PROPERLY DEVELOP, PROGRAM, INSTALL, CONFIGURE, OR MONITOR CUSTOMER'S INTEGRATION OF THE SERVICE WITH CUSTOMER'S EXISTING SYSTEMS, OTHER VERITAS PRODUCTS, OR THIRD-PARTY PRODUCTS. USE OF THE SDK IS SOLELY AT CUSTOMER'S RISK.
- Customer's right to use the SDK begins when an SDK license is purchased and ends when Customer's right to use the associated Service terminates or expires or purchased SDK license terminates or expires, whichever comes first. Thereafter, Customer must uninstall the SDK.