

Veritas Extended Appliance Support

Extended Appliance Support (EAS) will now be offered to customers together with Standard or Essential Appliance Support on renewal quotes when a Veritas appliance reaches its End of Standard Support (EOSS) date. Extended Appliance Support for the NetBackup 5230 appliance is available starting August 6, 2018.

OVERVIEW

The Veritas [End-of-Life Policy](#) states that Standard Support (consisting of either Standard or Essential Appliance Support) ends five years from the appliance ship date. If continued support for a Veritas appliance is needed after the EOSS date and an active support agreement for Standard or Essential Support is in place, customers now have the option to purchase Extended Standard Support.

Extended Appliance Support is an add-on service that enables a Veritas appliance to continue to receive Veritas appliance support beyond its End of Standard Support. EAS is also offered for the expansion shelves added to an appliance.

Extended Appliance Support provides the same level of support in your underlying, active [Standard or Essential](#) appliance support agreement, with the exception that delivery of Bug Fixes and Patches for Hardware firmware is limited to delivery of known Bug Fixes and Patches, provided in Veritas' discretion.

For more details, reference the [Extended Appliance Support Certificate](#) under the "Support Services - Appliances" section.

More questions? Contact your Veritas Sales Representative.



ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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