



Veritas Global Enterprise Renewals Policy Reminder

August 1st 2016

Dear Valued Customer,

At Veritas, our pledge is to help our customers assure they are continuously supported with active Maintenance/Support. To that end, we are sending you this reminder to highlight key points of our Veritas Global Enterprise Renewals [Policy](#), which are relevant for your upcoming renewals for Veritas Maintenance/Support.

- Remember that there is no 'grace period' for late renewals - reinstatement charges will apply if you do not renew on time and your Maintenance/Support expires. Customers whose support lapses are required to pay for the lapsed period of Maintenance/Support, plus a Maintenance/Support Re-instatement Fee equal to twenty-five percent (25%) of the total lapsed Maintenance/Support fee. The period of lapsed support will be calculated from the date prior Maintenance/Support expired, to the effective date of reinstatement.
- We appreciate that customers may be used to seeing reference, in our quotes, to a 30-day "grace period" for late renewals without the Re-instatement Fee. Veritas is changing this practice to conform to our overall policy of no 'grace period' for late renewals. To avoid confusion, we are advising our customers that any prior expectations of a 'grace period' will not apply for renewals with a due date after **01 November 2016**. Please be sure to bring any outstanding renewals up to date by **01 November 2016**, to avoid the 25% Re-instatement Fee. Please contact your sales representative to assist you with your renewal and ensure you can take advantage of this one-time opportunity.

Your Veritas Maintenance/Support helps you maximize and protect the value of your investment by providing you access to the following, for your software licenses while current on a Veritas Maintenance/Support subscription:

- Product updates and upgrades, optimizing product performance
- Version upgrades delivering the latest cutting-edge features and technology innovations
- Rapid response and resolution from technical support to help you minimize downtime

Need more information?

Should you require any further information regarding your renewal, please don't hesitate to contact our Customer Care department on <https://my.veritas.com> or speak directly with your Sales Account representative.

Veritas Customer Retention