



February 22, 2022

Dear Existing VSB Customer,

We are writing to update you on your Veritas SaaS Backup service (“Service”). Ever since Veritas first introduced the Service, Keepit A/S (“Keepit”) provided the underlying technology and data centers. On April 2, 2022 (“Assignment Date”), Veritas will assign all existing Service subscriptions to Keepit, who will continue to provide the Service directly under the Keepit brand and assume all responsibilities for the Service including the handling of your Service entitlements. Veritas will no longer provide this Service following the Assignment Date.

Our goal is a seamless transition for you and uninterrupted access to the Service. Your active subscription term will remain unchanged through the Assignment Date and thereafter, all aspects of the Service will be provided by Keepit, including technical support and handling subscription renewals. You will be able to use your existing login credentials and have access to your existing data with Keepit. Your data will remain in the same Keepit data center region you chose during initial provisioning.

No change until April 2nd 2022:

- Continue to use the Service.
- Renew your subscription with Veritas or your Veritas channel partner until the Assignment Date, knowing that your Service will be carried over to Keepit

What you can expect on April 2nd 2022:

- Your subscription for the Service is automatically assigned to Keepit – no action required, no transfer of data needed.
- Keepit will continue to offer the Service to you on the same terms currently in place between Veritas and you (unless otherwise agreed between Keepit and yourself), including providing technical support and handling subscription renewals and expansions.
- All your data stored within the Service will remain in the existing Keepit data centers.
- Keepit will provide you with the latest version of the Service.
- Your customer service requests will be handled by the Keepit support team. Any existing customer service request will be transferred from Veritas to Keepit.
- The user interface will revert to the native Keepit brand appearance.

We are committed to working together to make this transition as seamless as possible. Please see the [FAQ](#), contact your reseller or email us at ask.veritassaasbackup@veritas.com and customersuccess@keepit.com for additional details.



Thank you for your business.

Sincerely,

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