

# Symantec Enterprise Support Services Handbook for Business Critical Services



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## Symantec Enterprise Support Services

### Mission Statement

Symantec Enterprise Support Services is committed to responding quickly to your inquiries. We will help you address malicious attacks and vulnerabilities in your computing environment, and help you to maximize the business value of your Symantec products. Our primary focus is to enable you to leverage the operational functionality of your Symantec licensed software by providing tools, resources and technical assistance.

### Purpose of This Handbook

This handbook provides an overview of the Enterprise Support Services available from Symantec and information about the Support Services offering you have purchased.

### Changes to this Handbook

Symantec Corporation reserves the right to make changes to this handbook and the policies included in it at any time. All changes will be announced on the support pages of our corporate Web site, [Symantec Enterprise Support Services](#) and will be included in future editions of this handbook.

### Additional Information

If you have questions concerning this handbook or the policies and procedures included in it, please visit [Symantec Enterprise Support Services](#) or call your regional Enterprise Support Center at the number listed at [Enterprise Support Assistance and Information](#).

# Chapter 2

## Symantec Enterprise Support Services Offerings

The Symantec Enterprise Support Services portfolio provides deep expertise, innovative support technology, and customer advocacy through a portfolio of flexible offerings designed to help optimize IT infrastructure and manage IT risk.

### Business Critical Services

Personalized, proactive support from elite technical experts, coordinated by a single point of contact and featuring Symantec's highest levels of response. For more information on the features and benefits of the program, see [Business Critical Services](#).

### Essential Support

Around-the-clock access to Symantec's technical experts, with faster response times than Basic Maintenance and access to all product upgrades. For more information on the features and benefits of Essential Support, see the fact sheet located at [Essential Support](#).

### Basic Maintenance

Lowest price option including access to product upgrades and business-hour support. For more information on the features and benefits of Basic Maintenance, see the fact sheet located at [Basic Maintenance](#).

## Symantec Enterprise Support Services Offering Matrix

Enterprise Support Services	Basic Maintenance	Essential Support	Business Critical Services			
			Remote Product Specialist	DataCenter	National	Global
Severity One Initial Response Time Goals	1 hour	30 minutes	15 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business hours	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Priority Call Queuing			✓	✓	✓	✓
Downloadable software upgrades, updates, and patches	✓	✓	✓	✓	✓	✓
Designated Callers	2 per Product Title	6 per Product Title	6 per Product Family	Unlimited	Unlimited	Unlimited
Remote Product Specialist			✓			
Business Critical Account Manager (BCAM)				Remote BCAM	Designated BCAM	Global BCAM
Business Critical Engineer (BCE)				✓	✓	✓
Onsite Visits (Fly-to-Site)				2	6	20
Tailored Account Support Plan					✓	✓
Quarterly Account Reviews					✓	✓
Account Case History Reports					✓	✓
Network Link Assessment				Option	✓	✓
Impact Alerts					✓	✓
Access to Technical Services Education				✓	✓	✓
Symantec Education Skills Assessment				✓	✓	✓
Symantec Education Discounts				✓	✓	✓
Symantec Early Warning Services			DeepSight Alert™ Services	DeepSight Threat™ Management System	DeepSight Threat™ Management System	DeepSight Threat™ Management System
Upgrade Support				Option	Option	✓
Disaster Recovery Testing Support				Option	Option	✓

## Symantec™ Business Critical Services

Symantec™ Business Critical Services—Symantec’s highest level of support—is designed for enterprises like yours that have minimal tolerance for service interruption and need secure access to their data and applications. In addition to full software maintenance and 24x7 priority support, our Business Critical Services offering provides you a designated Business Critical Account Manager and proactive and comprehensive support from Symantec’s most senior technical experts. These experts have a deep understanding of your operational environments, so they can resolve issues fast and mitigate future security and data-availability threats proactively—before they become critical.

Symantec offers you a choice of Business Critical Services packages, ranging from single-datacenter to worldwide coverage, and options for add-on services like Upgrade Support, Network Link Assessment, and Disaster Recovery Testing Support, which provide exceptional flexibility and scalability.

Additionally, for product specific coverage, the Remote Product Specialist package is available for a wide variety of our enterprise security products, and some specific enterprise availability products. This level of coverage is most appropriate for customers with only a single business-critical Symantec technology implementation.

### Business Critical Services Remote Product Specialist

The Remote Product Specialist is ideal for enterprises that operate multiple machines across numerous networks by using only one Symantec product family. Remote Product Specialist provides a designated technical point of contact who is an expert in a particular product category. This expert manages your product-specific critical issues during regional business hours and is backed by a team who will assist for service needs outside of normal business hours.

More details can be found at [Business Critical Services: Product-Specific Coverage](#).

## Business Critical Services DataCenter

The DataCenter package is designed for customers who need location-specific services.

Key features of the package include:

- Single-site coverage for security and/or availability products
- Remote Business Critical Account Manager (BCAM) providing reactive assistance
- Up to two onsite visits for Severity 1 incidents

For more information on the features and benefits of this program, see the fact sheet located at [Business Critical Services: Proactive and Personalized](#).

## Business Critical Services National

The National Package is the preferred choice for most Business Critical Services customers.

The offering provides comprehensive and responsive coverage for all production locations within a specific country or region for a flat fee. Key features include:

- Countrywide coverage
- Designated BCAM for account-management assistance
- Up to six onsite visits for Severity 1 and 2 incidents
- Tailored support planning with quarterly account reviews
- Network Link Assessment
- Impact alerts

For more information on the features and benefits of this program, see the fact sheet located at [Business Critical Services: Proactive and Personalized](#).

## Business Critical Services Global

The Global package is the most comprehensive offering in terms of support and coverage. It is designed for our largest enterprise customers who have a global presence and mission critical worldwide operations. Key features include all deliverables provided under the National package plus:

- Global Coverage
- Dedicated Designated Global BCAM Supported by Regional Points of Contact
- Up to 20 Onsite Visits for Severity 1 and 2 Incidents
- Disaster Recovery Testing Support
- Onsite Upgrade and Installation Support

For more information on the features and benefits of this program, see the fact sheet located at [Business Critical Services: Proactive and Personalized](#).

## Symantec Early Warning Services

We offer Symantec Early Warning Services for security products covered under Business Critical Services. Symantec Early Warning Services provide customized and comprehensive alerts of worldwide cyber attacks—as well as effective along with proactive measures to help ward off attacks before they occur. Armed with advance notice of cyber attacks, customized threat analyses, and knowledge of effective mitigation strategies, our client organizations are better able to mitigate risk, manage threats, and ensure business continuity.



## DeepSight Threat™ Management System

Customized early warnings of, and mitigation steps for, imminent threats help you protect critical systems before attacks hit.

## DeepSight Alert™ Services

Vulnerability and malicious code alerts personalized to your deployed operating system, application, and technology configurations.

Symantec Early Warning Services are available in the following Business Critical Services for Security Product offerings:

Business Critical Services				
	Remote Product Specialist	DataCenter	National	Global
Symantec Early Warning Services	DeepSight Alert™ Services	DeepSight Threat™ Management System	DeepSight Threat™ Management System	DeepSight Threat™ Management System
Number of Subscriptions	1	1	1	1
Number of Add-On Custom Reports	Not Applicable	None	1	1
Number of Add-on Delivery Methods	1	1	1	1

Additional information on Symantec Early Warning Services can be found at [Symantec Early Warning Services](#).

## Business Critical Services Feature Matrix

Features	Coverage Across Products and Sites (Availability, Security or Both)			Product Specific Coverage
	DataCenter	National	Global	Remote Product Specialist
Telephone Access to Support Engineers	24x7x365	24x7x365	24x7x365	24x7x365
Remote Product Specialist				✓
Business Critical Account Manager (BCAM)	Remote BCAM	BCAM	Global BCAM	
Business Critical Engineer (BCE)	✓	✓	✓	
Designated Callers	Unlimited	Unlimited	Unlimited	6 per Product Family
Onsite Visits (Fly-to-Site)	2	6	20	
Tailored Account Support Plan		✓	✓	
Quarterly Account Reviews		✓	✓	
Account Case History Reports		✓	✓	
Network Link Assessment	Option	✓	✓	
Impact Alerts		✓	✓	
Access to Technical Services Education	✓	✓	✓	
Symantec Education Skills Assessment	✓	✓	✓	
Symantec Education Discounts	✓	✓	✓	
Symantec Early Warning Services	DeepSight Threat™ Management System	DeepSight Threat™ Management System	DeepSight Threat™ Management System	DeepSight Alert™ Services
Upgrade Support	Option	Option	✓	
Disaster Recovery Testing Support	Option	Option	✓	

## Business Critical Services Account Team

As a Business Critical Services customer, you are entitled to receive 24x7x365 account management services from Symantec. Your support team includes a Business Critical Account Manager (BCAM) specifically chosen based on your global or regional service needs and support offering purchased, as well as Business Critical Engineers (BCEs) with advanced knowledge and skills to provide the technical services available under the offering purchased. Your Business Critical Services team is complementary to the Enterprise Support Services Organization that delivers your standard support services. Together, the Business Critical Services and Enterprise Support Services Organization deliver rapid response to your critical situations, along with proactive services to help you avoid unplanned outages.

### Your BCAM: Working with You

Your BCAM serves as the focal point for your relationship with Symantec Enterprise Support Services. BCAM activities in your account may include gathering information to profile your environments, for faster case resolution; assisting in upgrade planning for Symantec applications, and general facilitation of contact between your organization and Symantec. The BCAM's goal is your satisfaction; as such, the BCAM will serve as your advocate within Symantec, manage technical resolution of critical issues, and help you escalate cases as necessary. To proactively support your organization, the BCAM may identify the need for Symantec-related training or professional services. The BCAM organizes onsite support where appropriate, acts as a liaison with the BCE, and manages to ensure Symantec services are delivered on schedule.

## Contacting Your BCAM

Your BCAM will provide you with phone and email contact information. If at any time you are unable to contact your BCAM, call the Symantec Enterprise Support Services telephone number for your country at [Enterprise Support Assistance and Information](#), and tell the Global Support Representative (GSR) your Symantec Support ID and the name of the BCAM you are trying to reach. The GSR will contact your BCAM or the Duty Manager, who can help with your inquiry.

## Your BCE: Working with You

BCEs provide a variety of services to Business Critical Services customers. Besides having in-depth knowledge of Symantec products and systems implementation, they maintain comprehensive knowledge of environmental technologies, including operating systems, network topologies, infrastructure, and hardware and systems integration. The BCE is available 24x7x365 to respond to critical situations that have been escalated by the BCAM. BCE service includes a basic level of service, plus several on-demand services which may be included in the support services offering you have purchased.

### *BCE Basic Level of Service*

The basic level of service a BCE offers is remote technical advocacy for Severity 1 and Severity 2 cases. Teaming with the BCAM, the BCE reviews and monitors these cases. The BCE's technical expertise and familiarity with your environment and technical staff can provide valuable input to the Symantec support team and expedite resolution.

Every quarter, your BCAM will provide you with an account-support plan tailored to your needs and contract. The BCE is active in the account-planning process and provides technical input to your plan.

### *BCE On-Demand Services*

In addition to the basic level of service, the support offering you have purchased may entitle you to one or more of the following BCE on-demand services, which are initiated and coordinated by your BCAM.

#### **Onsite Support Assistance**

BCEs are available for onsite support of Severity 1 and Severity 2 CASES, operating as an extension of the Enterprise Support Services Organization to expedite resolution of a specific case.

Note: Depending on the situation, the BCE may be more effective contributing to case resolution remotely. The objective of the BCE team regarding any critical situation is expedited problem resolution and customer satisfaction.

#### **Network Link Assessment**

Network Link Assessment (NLA) is a proactive service that measures the end-to-end performance of a network, identifying the causes of network performance problems and their location.

Symantec will assess up to 200 links (chosen by you), executed on a maximum of seven servers, for any one assessment.

#### **Disaster Recovery Testing Support**

The Disaster Recovery (DR) Testing Support service offers onsite support during the execution of a DR test. The BCE will be on site and ready to engage with the customer if issues requiring support occur during the test. Prior to the test, the BCE will review the test plan and offer technical recommendations.

Note: The BCE is present at the site in a supporting role only, for a maximum of three days, to assist in case issues where problems with Symantec products are encountered. The BCE is not responsible for executing any task in the test itself.

### **Upgrade Support**

The Upgrade Support service offers onsite or remote support during the execution of a Symantec product upgrade. The BCE will be onsite, ready to engage if issues requiring support occur during the upgrade. Prior to the upgrade, the BCE will review the plan and offer technical recommendations.

Note: The BCE is present at the site in a supporting role only and is not responsible for performing any of the upgrade tasks.

### **NetBackup Catalog Consistency Analysis and Repair**

The NetBackup Consistency Analysis and Repair (NCAR) is a pro-active service focused on analyzing and repairing catalog inconsistencies in a NetBackup environment.

NetBackup maintains three different databases that must be consistent for proper operation and data integrity.

The BCE will work with you to collect catalog information that will be analyzed remotely. Once the analysis is completed, the BCE will help you develop a repair plan to address any inconsistencies that were identified.

Note: Consistent catalogs are a prerequisite for upgrading to NBU 6.X. It is also a Symantec best practice to verify catalog consistencies on a periodic basis. Ask your BCAM for the recommended period, based on your data volumes.)

## **Your Remote Product Specialist: Working with You**

Your Remote Product Specialist supports you on all products within a specific product family. When you choose the Remote Product Specialist option of Business Critical Services, a named Remote Product Specialist (RPS) will be identified to work with you, based on the physical location of the covered Symantec technologies. During your regional business hours, your calls for support will be transferred to your named RPS.

## How to Get Support

### General Information

### Self-Service Options

The following Self-Service Options are available to all customers who have purchased a Business Critical Services offering:

#### *MySupport*

MySupport is a secure, interactive and personalized website that allows you to directly communicate with Enterprise Support via the web to initiate, track, update and close service requests, as well as review your closed cases and their resolutions. MySupport lets you manage cases that have been opened on either Web or phone. MySupport can be easily accessed at [Symantec MySupport](#).

#### *Virus Alert Services*

Symantec evaluates and computer threats such as viruses, worms, Trojan horses and macros, categorizes them according to their risk level, and sends you email alerts for the categories you subscribe to.

For information on formatting and frequency of alerts, visit the [Symantec Virus Alert Services](#) page.

For information on how we evaluate and categories threats, visit the [Threat Severity Assessment](#) page.

#### *Removal Tools*

Tools that automate and speed up extensive and tedious manual threat-removal tasks. If your system has become infected, removal tools aid you in repairing the damage. You can subscribe to receive email alerts of the availability of new Removal Tools.

### *Virus Definitions*

Notifications of LiveUpdate virus definitions for the general public; usually posted once or twice a week.

### *LiveUpdate Plus: Daily Virus Definitions*

In response to requests from our customers, Symantec now offers a service called LiveUpdate Plus. LiveUpdate Plus offers Platinum customers the ability to download LiveUpdate definition updates daily. Read [Information about the LiveUpdate Plus service](#).

### *Security Bulletin Service*

Subscribe to Bulletins to receive the following types of notifications sent via email:

- Notification of AV-engine releases
- Site and service outages
- Virus Definition details
- Security Advisories

### *Global Product Notification Service (GPNS)*

Consistent, proactive enterprise product information to our Business Critical Services for Security customers. Product notifications are sent in English to a single email address, and include a Web link to more detailed information. Archives of all messages are available on the Platinum Support & Business Critical Services website. Typical notifications include: hot fixes, patches, new builds, product inlines, security updates, changes to services, and other important issues and events.



## Telephone Support

Telephone support allows you to contact your local Symantec Enterprise Support Services center about any problem 24 x 7 x 365. A list of support contact numbers can be found at [Enterprise Support Assistance and Information](#).

Note that a “Problem” means, a technical question or issue you may have about your Licensed Software, including when you believe that it does not substantially conform to its Documentation, discovery of a potential nonconformity, or when you have a question relating to the support of the Licensed Software (such as regarding installation or configuration). We do not consider general questions about any of our products (including your Licensed Software) to be “Problems” under this Policy. Nor do we consider questions relating to integration, product training, project implementation or other professional services activities to be “Problems.”

## Enterprise Support Center Regional Coverage & Languages

Region	Language
<b>EMEA</b> (Europe, Middle East and Africa)	English, French, German, Italian, Spanish
<b>The Americas</b> (North America, South America, Canada, Hawaii and Alaska)	English, Brazilian Portuguese, Latin American Spanish
<b>APJ</b> (Asia, Pacific Rim, Japan, Australia and New Zealand)	English, Japanese, Cantonese, Mandarin, Korean

While English is the primary language used to provide technical telephone support, best efforts are made to provide local language support in non-English speaking regions.

## Designated Contacts

You must register members of your staff as “Designated Contacts” to act as a liaison with Symantec Enterprise Support Services staff. The number of Designated Contacts you are eligible to appoint differs based on Support Services offering purchased. Note that the number of Designated Contacts increases as you purchase higher level support offerings:

- Business Critical Services Remote Product Specialist: Six Designated Contacts
- Business Critical Services DataCenter, National, and Global:  
Unlimited Designated Contacts

To better facilitate providing Support Services to you, we request that your Designated Contacts have a thorough understanding of the specific Symantec products for which they are responsible, and the technical and product knowledge needed to assist with the timely resolution of a case. We may request that you replace a Designated Contact with someone who more thorough technical or product knowledge to help resolve problems in a timely manner. We reserve the right to request replacement of any Designated Contact if we reasonably deem the Designated Contact to lack the necessary technical and product knowledge to assist with the timely resolution of a Problem. In such case, you will need to designate a replacement Designated Contact with appropriate technical and product knowledge as soon as is reasonably practicable. When you log your Case or escalate a Case, you may identify specific individuals as your Designated Contact(s) for that Case. We offer Education and training courses covering product familiarization. Information regarding Symantec Education Services can be found at [Symantec Education Services](#).

If suitably qualified Designated Contacts are not available throughout the Problem resolution process then this may adversely affect Symantec’s ability to provide maintenance and support services in accordance with the goals stated in Symantec Enterprise technical Support Policy.

## Registering or Updating Designated Contacts

You must register Designated Contacts, and notify Symantec of any changes in your Designated Contact information. To do so, please refer to the following options:

1. If you have not already registered your Designated Contacts, find your support or maintenance serial number on your Symantec Certificate, and register your Designated Contacts at the [Symantec Licensing Portal](#)
2. If you do not have your Symantec Certificate and you wish to update your existing Designated Contacts list or contact your Regional Support Contracts team, please visit [Manage Designated Contacts](#).

## Severity Levels

You will be responsible to determine the severity level of each problem you log with us (“Severity Level”). The Severity Level reflects the potential impact to your business. A Global Support Representative will be able to give you further guidance as to setting an appropriate Severity Level for a specific problem.

Severity Level	Impact or Significance of Problem
Severity 1	One or more of the following: <ul style="list-style-type: none"><li>• Your production server or other mission critical system(s) are down</li><li>• A substantial portion of your mission critical data is at a significant risk of loss or corruption</li><li>• You have had a substantial loss of service</li><li>• Your business operations have been severely disrupted</li><li>• You have not met a major milestone in a required test system</li><li>• An issue in which the product causes the customer’s network or system to fail catastrophically or that compromises overall system integrity or data integrity when the product is installed or when it is in operation (i.e., causing a system crash, loss or corruption of data, or loss of system security) and significantly impacts the customer’s ongoing operations in a production environment ...and there is no immediately available workaround.</li></ul>
Severity 2	Problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
Severity 3	Problem has occurred where there has been a limited adverse effect on your business operations.
Severity 4	One of the following: <ul style="list-style-type: none"><li>• Problem where your business operations have not been adversely affected</li><li>• A minor condition or Documentation error that has no significant effect on your operations</li><li>• A suggestion for new features or an enhancement regarding the Licensed Software</li></ul>

## Submitting a Case

If you identify a problem with your licensed Symantec software, call us at [Enterprise Support Assistance and Information](#) or visit [Symantec Enterprise Support Services](#) for instructions and links to use when opening your case. You must open a separate case for each problem. Your Designated Contacts reporting a problem or working on a case will be asked to provide us with his/her name, contact information and other information so we can provide support services to you. Symantec offers toll-free phone support in certain areas; you will be responsible for all other charges you incur (for instance, faxes, toll calls, Internet services, postage and postage insurance, etc.).

## Information to Provide

Please gather the following information before reporting a problem. You will be prompted to tell us:

### **Identity**

- Your Symantec Support ID

### **Company and Contact Information**

- Company name
- Location
- Make sure you are a Designated Contact for this contract/product
- Name, email address, phone and extension or pager number

### **System and Software Information**

- System type and operating system/version
- Software serial numbers
- Network and RDBMS platform
- System configuration
- Software revision levels
- Node ID/Host ID (if applicable)

### **Event and Process Information**

- Logs
- Traces
- Screen dumps

### **Severity Level**

- Level 1 to 4

Please be in front of the computer you need to troubleshoot

### *When you call:*

When you call Symantec Support an automated attendant will answer and prompt you for your Symantec Support ID. With this information, we will verify whether you are entitled to receive support services, what level of support you are entitled to receive and automatically connect you to a Global Support Representative (GSR), who will log your case into our technical services case tracking system, assigning it the severity level you have indicated and providing you with a case number. Always record your case number.

The GSR will prompt you for additional information about the problem and your contact information. This information lets the GSR categorize your case and put it into the queue best suited to support you. Symantec Support works on a queue basis and we will use all reasonable efforts to transfer Severity 1 and Severity 2 calls to a Technical Support Engineer (TSE) on the Advanced Support Team. If a TSE is not immediately available we will arrange for a TSE calls you back within the response timeframes noted in the Symantec Technical Service Support Policy.

The following table shows Symantec’s Initial Response, Service Restoration, and Solution Delivery Goals for all Business Critical Services offerings based on severity level.

Support Offerings	Business Critical Services (Premium 24x7x365)
“Acknowledge” Customer contact	within 15 minutes
<b>Service Level</b>	<b>Severity 1</b>
“Initial Response” by a Technical Support Engineer following “Acknowledgement”	within 15 minutes
How “Initial Response” will be provided	live call transfer
“Service Restoration” timing objective	within 8 hours
“Solution Delivery” timing objective	within 6 days
<b>Service Level</b>	<b>Severity 2</b>
“Initial Response” by a Technical Support Engineer following “Acknowledgement”	within 2 hours
How “Initial Response” will be provided	live call transfer or call back
“Solution Delivery” timing objective	within 10 days
<b>Service Level</b>	<b>Severity 3</b>
“Initial Response” by a Technical Support Engineer following “Acknowledgement”	within 6 hours
How “Initial Response” will be provided	call back
“Solution Delivery” timing objective	within 15 days and/or next Software Update
<b>Service Level</b>	<b>Severity 4</b>
“Initial Response” by a Technical Support Engineer following “Acknowledgement”	by same time your next Business Day
How “Initial Response” will be provided	call back
“Solution Delivery” timing objective	within 20 days or consider for future Software Update

## Resolving a case

The TSE assigned to your case will ask you specific questions about the problem you are experiencing. By supplying as much information as possible up front, you can help the TSE make progress in resolving the case.

Once the nature of your case has been determined, e.g., operability issue, system load issue, etc., the TSE will work to isolate its cause. This may involve you answering further questions, running diagnostics, applying patches, etc. When the specific cause of your problem is known, the TSE will provide a resolution (if your problem is a known issue) or work with you to develop a plan of action detailing expected steps to the resolution. Symantec will track and log each step taken in our Technical Services Case Tracking System.

## Continuous Efforts

Business Critical Services customers may request Continuous Efforts to resolve any Severity 1 case. “Continuous Efforts” means work will continue after your normal regional business hours, including weekends and local holidays. . Our ability to provide “Continuous Efforts” may depend on our being able to contact your Designated Contact to continue Problem resolution, for example to assist with gathering information and performing tests. If you do not request Continuous Efforts, work on your case will stop at the end of your regional business hours, and resume at the start of the next business day for your region.

## Case Management Terminology and Goals

Case management involves several key activities:

1. *Acknowledgement* – The first activity is when we acknowledge (“Acknowledge” or “Acknowledgement”) that you have contacted us (by phone or electronically) about a Problem. Our goal is to Acknowledge the Problem within fifteen (15) minutes of our receipt of such contact. When we Acknowledge the Problem by phone, we will verify your entitlement to receive Support Services, and note the Severity Level you assign to the Problem. We will acknowledge the contact, open your case by logging it into our tracking system and assign a case number. Symantec’s goal is to acknowledge the problem within 15 minutes of such contact.
2. *Initial response* – Our technical support engineers will then take over the case based on its category and severity level and contact you (“Initial Response”). Our technical support engineer’s “Initial Response” and follow-up response goals will be determined based on the Support Services offering you have purchased, as well as the severity level assigned to the case (or any subsequent changes to the severity level).
3. *Service restoration* – For Severity 1 cases, we focus first on service restoration.
4. *Solution delivery* – We focus on Solution Delivery for severity 2, 3 and 4 issues. And we work toward Solution Delivery following Service Restoration of a severity 1 issue. “Solution Delivery” means the delivery of a Fix, Patch or Bug Fix as defined herein. It may also include delivery of a more complete and/or permanent solution to enable the Licensed Software to conform substantially to its Documentation, through the delivery of a code change, or a regularly scheduled Maintenance Pack or product release.



“Fixes,” Patches” or “Bug Fixes” are used interchangeably and mean any change that we make to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establish or help to restore substantial conformity with the applicable Documentation that we deliver to a customer as part of the applicable Licensed Software. A Fix is viewed as an interim solution for a specific customer Problem, and is typically provided through a point patch or hot fix. A “Fix” will also include any recommendations or advice we provide to a customer including recommendations that a customer migrate to a current release, or consideration of the Problem in developing a future release of the Licensed Software, or other steps to close a Case in accordance with our support processes.

“Service Restoration” or “Restore to Service” means, that after you have properly implemented a Fix/Patch/Workaround that we provided to you, the Licensed Software will be made operational. There may be some temporary degradation in performance, and we will continue to work towards Solution Delivery. Service Restoration goals identified in [chart] are limited to non-code changes and will be based on the Support Services offering that you have purchased.

For complete information on service response, restoration, and solution delivery goals, please visit [Enterprise Technical Support Policy](#).

Note: Symantec’s timing goals for Service Restoration and Solution Delivery begin when you open a case, and assume that you will respond in a timely fashion to our requests for information. Symantec’s ability to meet these goals may be affected by network, system, or phone line problems, outages or denials of service, or other events outside of our reasonable control. The timing goals generally apply where we already have known workarounds or fixes available to address the problem.

## Monitoring and Updating a Case

The TSE managing your case will update you on your case's status and maintain a current Plan of Action. If you need to call Symantec Enterprise Support Services regarding an open case, call Symantec Enterprise Support Services and give your case number to the GSR. The GSR will transfer your call to the TSE managing your case; or, if that TSE is unavailable, you can leave the TSE a message or have your case dispatched to an available TSE.

## Problem and Escalation Management

Symantec is committed to delivering high quality products and support to our customers. In the event that you are not satisfied with the way your case is being handled, our senior IT technical staff is ready and available to help you quickly bring your issue to closure. Symantec has built an efficient and sophisticated Global Escalation Management process to keep you informed of your case status throughout problem resolution. To initiate an escalation, simply contact Symantec technical support and request to speak to a Duty Manager. Additional details on the Global Escalation Management process can be found in the [Symantec Global Escalation Management Reference Card](#).

## Enterprise Technical Support Policy

The worldwide Enterprise Technical Support Policy describes the software Support Services we offer to customers who have a current Support Agreement with Symantec in effect and who are using Licensed Software in accordance with the terms of the license and in a supported configuration. The policy applies to the Symantec software products identified as eligible for coverage at [Symantec Enterprise Products & Services](#) and is effective as of November 6, 2006. If you have a support agreement already in effect as of that date, the new policy will apply only after that support agreement expires and once you have entered a new support agreement.

Note exception for application of EOL terms:

The policy states the terms under which we will provide support services to you. It states our contractual commitments to you. This handbook gives you a high level overview which you can use as a convenient reference, but it is not part of our contract with you. Note that the support policy summarizes our end of life and end of support lifecycles and policies.

The end of life and end of support deliverables and timelines stated in the support policy will apply only to Licensed Software that enters its End of Life processes on or after November 6, 2006. If your Licensed Software has already entered its End of Life process prior to November 6, 2006, then the terms and conditions and timelines below will not apply. Instead, the existing applicable end of life and version support timelines provided for in your Support Agreement will continue to apply to your Licensed Software.

The policy includes definitions of terminology and states Symantec's service response, restoration, and solution delivery goals, as well as customer responsibilities, and can be found at [Symantec Enterprise Support Policies](#).

## Customer Care

Symantec Enterprise Customer Care deals with non-technical questions about Symantec's Enterprise products, providing assistance with software updates, host ID transfers, updates to customer-contact data, and various issues related to software licensing, including license keys and license assignment.

Should you require assistance in any of these areas, please visit Symantec Enterprise Customer Care at [Symantec Enterprise Customer Care](#).

## Upgrades

If you purchase support with your original license order and maintain a current support contract, you are entitled to upgrade to the current version of a product at no charge. The support must have been in place as of the date Symantec announced general availability of a new product version.

You will receive an electronic copy of the Version Upgrade Notification directing you to the Symantec Licensing Portal, where you can navigate to the Version Upgrade Application. Here, you will be able to download new versions of software, request media, and obtain new license keys.

When you have obtained your entitlements for the new version of your product, you will also be able to log in to the FileConnect application. In FileConnect, you can download upgraded product electronically or request a media shipment. You will be able to access FileConnect from within the Symantec Licensing Portal, or by visiting the FileConnect home page and logging in using the Serial Number related to your entitlement.

If you need assistance with any portion of the upgrade process, you may contact Symantec's regional Customer Care organization at [Symantec Enterprise Customer Care](#).

## Support & Maintenance Renewals

Continue to take advantage of our comprehensive and flexible portfolio of support service that offers you choice, protection, and a seamless support experience.

### Benefits of Renewing

Renewing your contracts on time keeps your support agreements active and provides continuous access to:

- The latest content, product enhancements, patches, and upgrades to enable you to keep your products current
- Our technical support and product specialists

For additional information regarding Support & Maintenance Renewals please visit us online at [Support and Maintenance Renewals](#).

## Symantec Education Services

User knowledge is your first line of defense against evolving security threats, unplanned downtime, and the failure to utilize Symantec products to their full potential. Symantec Education is the foremost source of knowledge, insight, and skills to help you design, build, secure, and manage your IT environment. No matter where you are in your system cycle—implementation, upgrade, or optimization—we have a fast four-step model to assess your educational needs, design and deliver your training, and review your preparedness. You benefit from the most up-to-date training available on Symantec software, certified instructors, and flexible delivery options. Additional information on Symantec Education Services can be found at [Symantec Education Services](#).

## Glossary

**Alternative Configuration** means a configuration in which Licensed Software interoperates in an environment which does not support such Licensed Software or where such environment has not been validated, approved, or verified to operate, or where the Licensed Software has been tested and is known not to work, or works with limited functionality.

**Appliance** means a product that includes hardware components as well as Licensed Software.

**Business Hour(s)** means the hours during which we provide you with Support Services. If you have 24x7x365 Support, then your Business Hours will be any time during each day of the week, weekends, or holidays. If you have Regional Business Hours Support, then your Business Hours will be any hour during those Regional Business Hours, subject to office closures for weekends or holidays.

**Business Day** means any day of the standard work week typically Monday through Friday, depending on your region, excluding weekends or holidays.

**Case** means when you have contacted us via phone or web-based case submission to report a Problem, and we have logged your request for assistance and assigned it a case identification number within our global case tracking system.

**Cold Disaster Recovery Site** or **Cold Disaster Recovery Server**: means a site or a server that has Licensed Software installed and configured but is either turned-off or is idle. An idle or “passive” mode configuration refers to the server in a high availability cluster that has database and/or applications installed, but they are not servicing user transactions or query workloads during periods of normal operation.

**Content Updates** means content used by Licensed Software that is updated from time to time, including but not limited to: updated anti-spyware definitions for anti-spyware software; updated antispam rules for antispam software; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and antiphishing products; updated firewall rules for firewall products; updated vulnerability signatures for vulnerability assessment products; updated policy compliance updates for policy compliance software; updated lists of authenticated web pages for web site authentication software; and updated intrusion detection data for intrusion detection products, (if applicable). The term “Content Updates” also means the right to use Content Updates to the Licensed Software as they become generally available to our customers except for those Content Updates that are only available through purchase of a Content Updates Subscription. Sometimes “Content Updates” are referred to as “Security Updates.”

**Continuous Efforts** means you have logged a Case that requires uninterrupted efforts by technical support engineers twenty-four (24) hours a day including weekends and holidays. Continuous Efforts will generally be performed in English and we will make commercially reasonable efforts to accommodate local language requirements when possible. Note that our efforts will be focused on Service Restoration.



**Designated Contact(s)** means your designated technically skilled individual(s) authorized to act as liaisons with Symantec Enterprise Technical Support staff. The number of Designated Contacts you are entitled to designate will be specified in your Support Agreement. When you log your Case or escalate a Case, you may identify specific individuals as your Designated Contact(s) for that Case.

**Documentation** means our standard published end user manuals, release notes, directions for installation, and other materials that we deliver with the Licensed Software (including any updates to these materials).

**End of Life** or **EOL** means when we cease marketing or distributing a Major Release and its related releases of Licensed Software. The End of Life date starts the timeline and process leading to End of Support Life for that Major Release and its related Minor Releases and Maintenance Packs.

**End of Support Life** or **EOSL** means when we stop providing any “Partial Support” as well as any “Standard Support” for a Major Release or its related releases that have reached their End of Life, and irrespective of the Severity Level of the Problem, and regardless of the Support Services offering purchased.

**Fixes, Patches** or **Bug Fixes** are used interchangeably in this Policy and mean any change that we make to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establish or help to restore substantial conformity with the applicable Documentation that we deliver to a customer as part of the applicable Licensed Software. A Fix is viewed as an interim solution for a specific customer Problem, and is typically provided through a point patch or hot fix. A “Fix” will also include any recommendations or advice we provide to a customer including recommendations that a customer migrate to a current release, or consideration of the Problem in developing a future release of the Licensed Software, or other steps to close a Case in accordance with our support processes.

**Licensed Software** means the Symantec software that you have licensed (namely, Licensed Availability Software, Licensed Security Software and/or Licensed Appliance Software), provided that such software is also identified as eligible for coverage under this Policy at [Symantec Enterprise Products & Services](#).

**Licensed Appliance Software** shall mean the Licensed Software component of an Appliance.

**Licensed Availability Software** shall mean those enterprise software products that we license, distribute, or otherwise market directly or indirectly through our channels as availability products, and which are validly licensed by a customer.

**Licensed Security Software** shall mean those enterprise software products that we license, distribute, or otherwise market directly or indirectly through our channels as security products, and which are validly licensed by a customer.

**Maintenance Pack** means a release that provides cumulative Bug Fixes for a particular Major Release or Minor Release of Licensed Software, and typically does not contain new features or functionality. A Maintenance Pack may be available either as a download from the Symantec Enterprise Technical Support website or as a media kit. It is generally installed as an overlay — also known as a patch. Maintenance Pack nomenclature is tied to the related Major Release or Minor Release. For example, a Maintenance Pack relating to Major Release 1.0 would be designated as 1.0 MP 1, 1.0 MP 2, etc., and a Maintenance Pack for Minor Release 2.1 would be designated as 2.1 MP1, 2.1 MP2, etc. In general, a Maintenance Pack will be issued every three to six months.

**Major Release** means a new release of the Licensed Software that incorporates the last Minor Release (if one has occurred) and may include additional enhancements to the Licensed Software. A Major Release to the Licensed Software typically requires a new installation. Major Releases may include architectural changes, major feature changes, new platform support and new operating system support. Unless otherwise defined via a specific communication, Major Releases are designated by the number to the left of the decimal point such as 1.0, 2.0, 3.0, etc. In general, a Major Release will be issued every twelve (12) to thirty (30) months.

**Minor Release** means a new release of the Licensed Software that incorporates all previous Maintenance Packs and Fixes since the prior Major Release. A Minor Release is tied to the preceding Major Release and may contain new features, new platform support, new operating system support, and the latest Software Version Upgrades and Content Updates. Typically, a Minor Release requires a new install, rather than an overlay to the already installed Licensed Software. Unless otherwise defined via a specific communication, Minor Releases are designated by numbers to the right of the decimal point such as 1.1, 1.2, 1.3, etc. A Minor Release will typically be issued not more than once every six months.

**Partial Support** is a more limited level of Support Services than you would receive under “Standard Support.” Partial Support is when our technical support engineer provides you with known Fixes/Patches/Workarounds, existing Maintenance Packs, or information from our technical Knowledge Base in response to your request for assistance. Partial Support does not include development of any new modifications to your Licensed Software. Nor will we attempt to reproduce the Problem or escalate issues through management channels or to our engineering resources. Such Partial Support will be subject to the availability of resources, and we may need to limit the time we are able to spend on the Problem.

**Problem** means a technical question or issue you may have about your Licensed Software, including when you believe that it does not substantially conform to its Documentation, discovery of a potential nonconformity, or when you have a question relating to the support of the Licensed Software (such as regarding installation or configuration). We do not consider general questions about any of our products (including your Licensed Software) to be “Problems” under this Policy. Nor do we consider questions relating to integration, product training, project implementation or other professional services activities to be “Problems.”

**Regional Business Hours** means Business Hours in different regions, which are usually 8 a.m. to 6 p.m. where your Licensed Software is installed and/or based on your local time zone.

**Service Restoration or Restore to Service** means, that after you have properly implemented a Fix/Patch/Workaround that we provided to you, the Licensed Software will be made operational. There may be some temporary degradation in performance, and we will continue to work towards Solution Delivery. Service Restoration goals identified in Exhibit B are limited to non-code changes and will be based on the Support Services offering that you have purchased.

**Severity Level(s)** means the classification of the Problem as a Severity 1, Severity 2, Severity 3 or Severity 4 Problem.

**Severity 1 or Severity Level 1** means a Problem has occurred where (i) your production server or other mission critical system(s) are down; or (ii) a substantial portion of your mission critical data is at a significant risk of loss or corruption; or (iii) you have had a substantial loss of service; or (iv) your business operations have been severely disrupted; or (v) you have not met a major milestone in a required test system; or (vi) an issue in which the product causes the customer's network or system to fail catastrophically or that compromises overall system integrity or data integrity when the product is installed or when it is in operation (i.e., causing a system crash, loss or corruption of data, or loss of system security) and significantly impacts the customer's ongoing operations in a production environment, and in each of the foregoing situations (i) through (vi), no Workaround is immediately available.

**Severity 2 or Severity Level 2** means a Problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

**Severity 3 or Severity Level 3** means a Problem has occurred where there has been a limited adverse effect on your business operations.

**Severity 4 or Severity Level 4** means (i) a Problem where your business operations have not been adversely affected; or (ii) a minor condition or Documentation error that has no significant effect on your operations; or (ii) a suggestion for new features or an enhancement regarding the Licensed Software.

**Solution Delivery** means the delivery of a Fix, Patch or Bug Fix as defined above. It may also include delivery of a more complete and/or permanent solution to enable the Licensed Software to conform substantially to its Documentation, through the delivery of a code change, or a regularly scheduled Maintenance Pack or product release.

**Software Version Upgrades** mean a subsequent release of Licensed Software that we make generally available to customers who have a current Support Agreement in place for that Software. Software Version Upgrades may include Documentation revisions, error corrections and enhancements, Maintenance Packs, and Major Releases and Minor Releases, but will not include any release, option or future product which we license separately. You may sometimes see Software Version Upgrades referred to as "product updates" or "software updates" in some of our older documentation. Software Version Upgrades do not include "Content Updates."

**Standard Support** means a level of Support Services that we provide to you in response to a Case. A technical support engineer and/or applicable engineering resources will provide Fixes, and error corrections for your Licensed Software. Standard Support is limited to modifications or additions to the Licensed Software that establish or restore substantial conformity with its Documentation. Standard Support also includes access to Content Updates as described herein. We will determine when it will be most effective to develop a new Fix, such as cases where there has been data loss, production system down, or significant security vulnerabilities identified, or other significant product defects. For other types of Problems, we will typically either provide an existing Fix, or may provide Solution Delivery through a regularly scheduled Maintenance Pack or future Software Version Upgrade. Note that sometimes "Standard Support" may be referred to as "Full Support" or "Normal Support."

**Supported Configuration** means a configuration in which the Licensed Software interoperates in a customer's environment involving hardware platforms, operating systems, software applications, and other third party solutions that we have validated, approved, or verified, or that have been self-certified by our authorized business partners, for operation in conjunction with the Licensed Software. In certain instances, even if your configuration is a Supported Configuration, we may attempt to, or we may ask you to, reproduce the Problem in a similar environment.

**Support Agreement** means the agreement between you and Symantec that describes the deliverables and terms of the "Support Services" offering you have purchased for your Licensed Software (such as regional business hours, 24x7x365, one of our premier support services offerings, or offerings specific to certain Licensed Software). With respect to some of our licensed software, we may make generally available only certain deliverables as part of our Support Services. The Support Agreement may be delivered to you in the form of a support certificate, a signed agreement, an addendum to some other agreement, or in some other format.

**Support Services** means general support services that we provide for Symantec software pursuant to the terms of a Support Agreement, including such electronic or telephone responses to requests for assistance or information along with Upgrade Assurance and/or Content Updates as are provided under the Support Agreement or otherwise available for purchase for specific Licensed Software. Support Services includes access to our on-line search tool to search through technical notes, articles and documents ("Knowledge Base"). Additionally, Support Services include the provision of known "Fixes," (as defined above) and known Workarounds as well as engagement of our engineering resources (if applicable) to develop "Fixes." As noted in this Policy, Support Services do not include activities that would typically be considered to be training or consulting. Nor do the Support Services herein apply to our Home & Home Office products (also known as "consumer" products).

**Upgrade Assurance** means the right to obtain and use "upgrades" to the Licensed Software as they become commercially generally available to our end user customers. An "upgrade" is any version of the Licensed Software which has been released to the public and which modifies or replaces the prior version of the Licensed Software on Symantec's price list. Upgrade Assurance does not include a Content Updates Subscription.

**Workaround** means a temporary resolution of a Problem and may include specific modifications to the Licensed Software to address critical problems (sometimes called, hot fixes). In some cases, the temporary resolution will be considered final.

## About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

For specific country offices and contact numbers, please visit our Web site. For product information in the U.S., call toll-free 1 (800) 745 6054.

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