



Symantec Support Services

Business Critical Services Customer Handbook

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1. Overview

Mission Statement

Symantec Support Services is committed to responding quickly to your inquiries. We will help you ensure that your IT environments – including infrastructure, information, and interactions – remain secure, available, and compliant, maximizing the business value of your Symantec solutions. 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 BCS Handbook

This BCS Handbook provides an overview of the Support Services available from Symantec and information about the Business Critical Services offering you have purchased.

Changes to this BCS Handbook

Symantec Corporation reserves the right to make changes to this handbook and the policies included in or referenced to at any time. Future revisions to this BCS Handbook will be posted to support pages of our corporate MySymantec Webpage.

Additional Information

If you have questions concerning this BCS Handbook or the policies and procedures included in or referenced to, please visit [Symantec Support Services](#) or call your regional Enterprise Support Center at the number listed at [Contact Technical Support](#). Please refer to our Enterprise Technical Support Policy located on the [Support Fundamentals](#) website or the [Policies website](#) and the Handbook located at [MySymantec Website](#) for additional information on case management activities.

2. Symantec Support Services Offerings

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

Essential Support

Essential Support provides product updates & upgrades plus 24x7 technical support to ensure you get the help you need when you need it, so your protection is never compromised.

Business Critical Services

Business Critical Services Premier is Symantec's premium Support Services offering, designed to simplify support, maximize return and protect IT infrastructure. Simplify your support experience with a Business Critical Account Manager. Gain a champion inside Symantec; a single point of contact who understands your business needs. Maximize the return from your technology investment with best-practice implementations that efficiently use all the product features you need. Instructor-led trainings and online courses will help your staff get the most from each product and avoid errors. Protect yourself from downtime with proactive planning and risk management. Speed issue resolution with priority access to experienced technicians.

Business Critical Services Remote Product Specialist includes direct access to a designated engineer with an advanced level of expertise for a specific product.

Symantec Support Services Offering Matrix

Support Services Features	Essential Support	Business Critical Services	
		Remote Product Specialist	Premier
Severity One Response Target Following Acknowledgement	Within 30 minutes	Within 15 minutes	Within 15 minutes
Telephone Access to Support Experts	24x7x365	24x7x365	24x7x365
Downloadable Software Version Upgrades	☑		
Designated Contacts	6 per Title of Software	6 per Product Family	Unlimited per Product Family
Direct Access to Advanced Technical Support Engineers		☑	☑
Priority Call Queuing		☑	☑
Designated Remote Product Specialist (RPS)		☑	
Business Critical Account Manager (BCAM)			☑
Access to a pool of Business Critical Engineers (BCE's)			☑
Onsite Support (Sev 1 escalations)		Option	☑
Tailored Account Support Plan			☑
Account Reviews		☑	☑
Account Case History Reports		☑	☑
Impact Alerts		☑	☑
Symantec Education Skills Assessment		☑	☑
Access to Instructor-led Training and Virtual Academy		Option	☑
Upgrade Support			Option
Disaster Recovery Testing Support			Option
Extended Support for Select Product Families	Option	Option	☑

3. Symantec™ Business Critical Services

This handbook describes processes and procedures applicable to Business Critical Services, sometimes referred to as “BCS”. BCS is delivered pursuant to the terms and conditions reflected (i) in a Certificate or a manually executed BCS agreement, as applicable; and (ii) Enterprise Technical Support Policy; and, other relevant policies. Any terms used in this BCS Handbook shall have the meaning set forth in the Certificate, BCS agreement, the Enterprise Technical Support Policy or the Handbook. Please note that Symantec may periodically update this BCS Handbook, and we will post updates on the [MySymantec Webpage](#).

Maintenance Requirements

BCS is only applicable to eligible software in production environments, as those terms are more fully defined in the Certificate or BCS agreement. A customer may only subscribe to receive BCS during such time as the customer has and maintains a valid support agreement for Essential Support for the eligible software. This requirement is separate from and does not change customer's obligation to maintain and pay for Essential Support for other software under any other agreement between Symantec and customer.

Business Critical Premier Services

BCS Premier is Symantec's primary support offering for enterprise customers with mission critical systems. It combines best in class personalized, proactive, and reactive services with expedited response targets to help minimize customer IT risk and maximize uptime. BCS Premier offers customizable solutions that can be configured to meet customer's unique requirements. BCS Premier key deliverables include:

- **Business Critical Account Manager (BCAM)** is a designated named resource, focused on your business success and backed by a remote team of advanced support experts.
- **Business Critical Engineers** provide you with the highest level of technical expertise available from Symantec, and a comprehensive set of proactive and reactive services provided remotely to assist you in meeting the ever-increasing demands of your critical production environment(s).
- **Onsite Visits** to your critical locations (Customer Sites) to resolve specific critical incidents to help return your Symantec enterprise products to optimal performance.
- **Remote Proactive Services** gives access to a portfolio of proactive services that are designed to help you maximize the efficiency and productivity of your Symantec products.
- **Priority response** offers an inside track to experienced Symantec support technicians.
- **Proactive ownership** of critical issues by your BCAM, helping you drive critical issues to resolution.
- **Instructor-led Training** at Symantec classrooms and via Symantec's remote Virtual Academy to help your team optimize performance from your Symantec technology.
- **Tailored Support Planning** to outline your unique support requirements.
- **Account Reviews** to evaluate progress against the account support plan, discuss open issues, and make any necessary plan changes to continuously help improve the support of your Symantec technologies.
- **Case History Reporting** to identify recurring support issues and trends and reveal areas where improvements can be made.
- **Extended Support** gives you more time to plan your upgrade and lengthens the useful life of your IT assets.

Further details regarding the BCS Premier offerings can be found at [Business Critical Services: Service Descriptions](#), alternatively you can contact your designated BCAM or BCE who would be happy to answer any questions that you may have.

Business Critical Services Account Team

As a BCS Premier customer, you are entitled to receive 24x7x365 account management services from Symantec. Your support team includes a Business Critical Account Manager (BCAM) who is available during normal business hours, as well as access to Business Critical Engineers (BCEs) who possess advanced knowledge of the Symantec product portfolio and the skill-sets to provide enhanced technical services available under the offering purchased. Your Business Critical Services team is complementary to the Support Services organization that delivers your standard support services. Together, the Business Critical Services and Support Services organization deliver more rapid responses to your critical situations, and offer 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 Support Services organization. BCAM activities 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 and utilize your included training benefits, the BCAM may help identify the need for Symantec-related training. The BCAM may also be able to recommend providers of professional services if necessary. The BCAM organizes remote and onsite support where appropriate, acts as a liaison with the BCS pool of BCEs, and helps coordinate delivery of Symantec services so that such services are delivered on schedule.

Depending on the level of service purchased, your BCAM will provide either semiannual or monthly Account Reviews to evaluate progress against your account support plan, discuss open issues, and make any necessary plan changes to continuously help you improve the support of your Symantec solutions.

The BCAM also serves as a named contact who is alerted when a Severity 1 Case has been logged and serves as the point of contact for providing Case Management assistance. With the exception of certain Account Reviews, BCAM services are generally delivered remotely.

Contacting Your BCAM

Your Business Critical account team is available to you 24x7. For high severity situations, your BCAM will be alerted and an alternate BCAM is aligned to assist you when your named BCAM is not available. For non-urgent requests outside of regional business hours, a member of your BCAM's account team may initiate contact, but the BCAM will be aware of all open cases for your account. Your named BCAM will provide you with their contact information and alternate contact information in the event they are not available.

Premier Offerings Entitlements

Your BCS Premier offering has been tailored to meet your specific needs. Your Certificate or manually executed BCS Premier Services agreement will outline the number of days your BCAM will be available to you during the term of service purchased. Your Premier support solution includes a minimum of 25 work days of BCAM time per annual period. Additional BCAM time is available for purchase as needed.

Your BCE: Working with You

Your BCS agreement entitles you to indirectly access a pool of BCEs via escalations reported by your BCAM. BCEs are product centric, and are available based on the products eligible for coverage under your BCS agreement. The BCEs are available 24x7x365 to respond to critical situations that have been escalated by your BCAM. BCEs are also available to deliver the portfolio of proactive/reactive services.

Access to the BCE Pool:

The pool of BCEs offers remote technical advocacy for Severity 1 Cases. Teaming with your BCAM, the pool of BCEs reviews and monitors these Cases. The BCEs' technical expertise can provide valuable input to the Symantec Support Services organization to help expedite resolution.

Access to Named BCE's

If required, a "Named BCE" can also be purchased as an Add-On Option to augment your support solution. A Named BCE is able to personalize your support experience as they have an in-depth understanding of the Symantec products for which you have purchased BCS.

The Named BCE is also active in the account-planning process and provides technical input to any account reviews provided by your BCAM.

BCE Onsite Support Assistance

BCEs may be available for onsite support of Severity 1, System Down Cases, operating as an extension of the Support Services organization to expedite resolution of a specific case. Work with your BCAM to determine if an onsite support visit is appropriate for your situation.

Note: Depending on the situation, the BCE may be more effective contributing to case resolution remotely. For any critical situation, the objective of the BCE team is to expedite problem resolution and foster the highest levels of customer satisfaction.

BCE Proactive Services

Your BCS Premier Services agreement entitles you access to a number of remote proactive services. . Examples of these services are as follows:

Disaster Recovery Testing Support

The Disaster Recovery (DR) Testing Support is a "proactive service" which offers support during the execution of a DR test. The BCE will be available 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.

Upgrade Assistance

The Upgrade Assistance is a service which offers support during the execution of a Symantec product upgrade. The BCE will be available to engage if issues requiring support occur during the upgrade. Prior to the upgrade, the BCE will review the plan and offer technical recommendations.

Configuration Reviews

BCS Configuration Reviews are product specific “proactive services” that provide a review of your Symantec environment and provide findings and recommendations for improving the stability of the Symantec environment. These services include a formal report as a standard deliverable.

For a full service description and to coordinate the delivery of your proactive services, contact your BCAM and/or see [Business Critical Services: Service Descriptions](#)

Instructor-led Training:

One of the most effective ways for customers to utilize their IT resources most effectively is to keep their IT administrators and technical staff well trained on Symantec products. A solid understanding of the product features and how they were meant to be utilized will help your IT staff optimize your company’s performance and keep disruptions at a minimum. Well trained customers commonly find that the software they already own has yet to be activated features or that a version upgrade can unlock advanced functionality beyond the purpose for which their original purchase was intended. IT departments are constantly under pressure to deliver more performance at a lower cost. Better training is a great way to help you achieve this.

To help you get more out of your investment in Symantec technology, BCS Premier Customers may attend Symantec delivered Instructor Led Classroom Training (ILT) and Instructor Led Virtual Academy Training (VA) for the products and countries/regions for which they purchased their Premier contract. The cost of the class and all associated deliverables will be covered by your BCS Premier contract. Unless otherwise specified, all entitled training will take place at a Symantec facility or online in an Instructor-led Virtual Academy class. Customers will be responsible for their own travel and accommodation expenses while attending classes.

Scheduling Training

The BCAM will be responsible for validating entitlement eligibility for the customer. They connect the customer with a regional training coordinator who will help determine class availability and scheduling. BCS Customers may also contact Symantec Education Services directly for availability questions and scheduling assistance. For more information about identifying the right classes for you, visit the [training page for BCS customers](#).

Extended Support:

The Support Extensions Program is a suite of services that have been designed to meet the changing support needs of customers on older versions of our software. Upgrading can be complicated and may require planning and budgeting for new hardware as well. Our extension services extend the Support Lifecycle, which is typically seven years, giving you valuable time to plan an upgrade. In effect, it extends the useful life of your hardware assets while providing you the assurance that if something unexpected does occur with the older hardware, Symantec Technical Support will be there to help you recover your data. There are two levels of Extended Support sold by Symantec.

- **Legacy Support** - Legacy Support provides 24x7 phone support together with access to currently available content updates, Maintenance Packs and Minor Releases. In addition, it includes access to future Software Version Upgrades. Symantec Engineering is committed to providing assistance to Symantec backline Support personnel if necessary.
- **Sustaining Support** - Sustaining Support is a more limited level of Support delivered via MySupport & email. Sustaining Support provides access to our technical support engineers to access currently available content updates, Maintenance Packs and Minor Releases. In addition, it includes access to future Software Version Upgrades. Sustaining Support does not include development of any new

modifications to Licensed Software. Nor will we attempt to reproduce the problem or escalate issues through management channels to our engineering resources.

For a full list of supported products, versions, and dates, please refer to the following [Support Extension Supported Products Page](#)

BCS customers are entitled to the highest level of Extended Support that is available for the product/version in question. i.e. if Legacy Support is available for a particular product/version they will be entitled to Legacy Support. If Legacy Support is not available they will default to Sustaining Support.

Business Critical Services Remote Product Specialist

The Remote Product Specialist (RPS) offering is ideal for enterprises that operate one Symantec Product Family across multiple machines and networks. The RPS offering provides a designated technical point of contact who is an expert in a particular Product Family. This expert, called a Remote Product Specialist, manages your product-specific critical issues during local business hours and is backed by a team who will assist on service needs outside of local business hours. This offering includes:

- Direct access to a designated product specific technical expert backed up by a team of advanced line experts. Deep product knowledge and familiarity with your IT environment results in rapid issue diagnosis and enables us to address your problem quickly
- Six Designated Contacts per Product Family purchased

Further details regarding the RPS offering can be found at [Business Critical Services: Service Descriptions](#) or contact your designated RPS, who would be happy to answer any questions you may have.

Your Remote Product Specialist: Working with You

Assigned Remote Product Specialist

When you purchase the Remote Product Specialist offering, a named Remote Product Specialist will be assigned to work with you and your team (up to 6 Designated Contacts). Your Remote Product Specialist is your assigned point of contact for support on all products within a specific Product Family during local business hours. You will receive up to 48 work days of support, or approximately 1/5 of their available time.

Once assigned, your Remote Product Specialist will host an introduction call to meet your team and to gain an understanding of your environment (products deployed, configuration, versions, etc.) and how your company conducts business (change controls, key deliverables and security requirements, etc.). Your Remote Product Specialist uses this information to expedite troubleshooting and to tailor the support and the information they provide to meet your specific needs and concerns.

Your Remote Product Specialist will provide you with information on how to open a case, both during and outside local business hours, along with their contact information, your contract information, and escalation points of contact.

During your local business hours, you will have direct access by phone and e-mail to your named Remote Product Specialist. Outside of local business hours, or in the event the Remote Product Specialist is temporarily unavailable, you can access our team of advanced technical experts by calling your regional Enterprise Support Center at the number listed at [Contact Technical Support](#)

Dedicated Remote Product Specialist

The Dedicated Remote Product Specialist provides all the benefits described above in the Assigned Remote Product Specialist section, but the Dedicated Remote Product Specialist is fully dedicated to your company, providing up to 220 work days of technical support per annual period.

For further information and a full Remote Product Specialist service description contact your Remote Product Specialist and/or see the [Business Critical Services: Service Descriptions](#).

4. 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

MySymantec Case Management Portal

MySymantec 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. MySymantec lets you manage cases that have been opened on either Web or by phone. MySymantec can be easily accessed at MySymantec.com

Threat Alerts

Symantec evaluates computer threats such as viruses, worms, Trojan horses and macros, categorizes them according to their risk level, and sends you alerts for the categories you subscribe to. For information on formatting and frequency of threat alerts, visit [Symantec Security Response](#). For further information on how to regularly receive timely updates on security threats directly from [Symantec Security Response](#), please see [Security Response RSS Feeds](#).

Removal Tools

These are 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 on the availability of new Removal Tools. For additional information please see [Symantec Malware Removal Tools](#).

Telephone Support

Telephone support for Business Critical Services customers allows you to contact your local Symantec Support Services center about any Problem 24x7x365. A list of support contact numbers can be found at [Contact Technical Support](#).

Enterprise Support Center Regional Coverage & Languages

Our Support Services include delivery of those services in English. We may also offer certain local language capabilities. A list of our local language capabilities can be found at [MySymantec](#).

Designated Contacts

You must register members of your staff as “Designated Contacts” to act as a liaison with Symantec Support Services staff. The number of Designated Contacts you are eligible to appoint differs based on Support Services offering purchased.

- BCS Remote Product Specialist → Six Designated Contacts per Product Family
- BCS Premier Services → Unlimited Designated Contacts per Product Family

To better facilitate providing Support Services to you, your Designated Contacts should have a thorough understanding of the specific Symantec product that is the subject of the Case, along with applicable technical

and product knowledge needed to assist with the timely resolution of a case. If we believe your Designated Contact lacks the necessary technical and product knowledge to help address the Problem we may request that you replace your Designated Contact with someone who has more technical or product knowledge to help progress the Case. If qualified Designated Contacts are not available throughout the Problem troubleshooting process, Symantec's ability to assist you will be adversely affected. 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 can be found at [Symantec Education](#).

Registering or Updating Designated Contacts

You must register your Designated Contacts at the Symantec Licensing Portal, using the serial number shown on your Support Certificate. Use the following [link](#) if you do not have your Support Certificate handy and want to register your Designated Contacts, or if you wish to update your list of Designated Contacts.

In order to provide timely support, it is important that you keep your Designated Contacts information accurate and up to date.

Severity Levels

You will be responsible for determining the initial Severity Level of each Problem you log with us. The Severity Level reflects your assessment of the potential adverse impact to your business and needs to match the Severity Level definitions described below. If we determine that the Severity Level assigned to your Case does not align with our definitions, we will re-categorize it to reflect those definitions. As your Case progresses, the seriousness of your Problem may change and may no longer match the initial Severity Level you assigned. In such cases, we will also reclassify your Case, to reflect our definitions, and will handle your Case in accordance with the corrected Severity Level.

Severity Level	Impact or Significance of Problem	Response Target Following Acknowledgement
Level 1	"Severity 1" or "Severity Level 1" means a Problem has occurred where no Workaround is immediately available in one of the following situations: (i) your production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of your mission critical data is at a significant risk of loss or corruption	Within 15 minutes
Level 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.	Within 2 hours
Level 3	Problem has occurred where there has been a limited adverse effect on your business operations.	Within 6 hours
Level 4	One of the following: <input type="checkbox"/> Problem where your business operations have not been adversely affected <input type="checkbox"/> A suggestion for new features or an enhancement regarding the Licensed Software	By same time next Business Day

Opening a Support Case

When opening a support case for your licensed product, either via the telephone or via Symantec's web portal, please ensure you have gathered the following information. This will ensure your case is entitled correctly and will assist in expediting the resolution of your issue

Company and Contact Information

- Your Symantec Support ID or Contact ID (a unique set of letters or numbers assigned to you to indicate your entitlement under support offerings you have purchased.)
- Your company name
- Location (The location of the actual Problem)
- Name, email address, phone and extension

System and Software Information

- Symantec Product and Version
- Platform (OS) and Version

Severity Level

- Assign a Severity Level of 1 to 4 as outlined in this BCS Handbook.

Problem Statement

Please provide a concise summary of the problem you are experiencing. As you describe your problem please include the impact the problem is having on your business.

Note: Be sure you have direct access to the system you need us to troubleshoot.

Contacting Symantec Support Service by Telephone

BCS customers have access to a dedicated phone number. When contacting Symantec Support Services to create a technical support case, please call 800-797-8411. Please note you will be asked to provide the above information. 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).

Contacting Symantec Support Services Electronically

To open a Case electronically customers should go to [MySymantec](#). At this web portal you will need to follow a 3 step workflow:

STEP 1	STEP 2	STEP 3
Select a Category	Provide Details	Submit the Case

At Step 3, suggestions from our knowledge base may assist in resolving your Problem without the need to open a Case. If these suggestions do not resolve the Problem, you will be directed to provide your contact details and a brief summary of the Problem you are experiencing.

Once you complete and submit this information, you will receive an 8 digit case number. Symantec will contact you based on the target response timeframes for the Severity Level Problem and your Support Agreement.

You will be able to communicate on-line through MySymantec with the Support personnel assigned to your Case and track the progress of open cases in your name. Accessing Symantec Enterprise Support electronically does not incur any additional costs.

Case Management

Acknowledgement

Case management is broken into several key activities. The first activity is when we acknowledge ("Acknowledge") that you have contacted us by phone or by MySymantec about a Problem. Our goal is to acknowledge your request for assistance within 5 minutes.

When we acknowledge the problem electronically or by phone, we will verify your entitlement to receive Support Services and note the Severity Level you assign to the problem. An email acknowledging the Problem will be sent to the case contact.

Troubleshooting

The Technical Support Engineer (TSE) assigned to your Case will ask specific questions about the Problem to drive the problem to final resolution. The TSE will work to isolate the cause of the Problem, which may involve you answering further questions, running diagnostics, applying patches, and granting remote access.

Case Management Activities

Symantec will use commercially reasonable efforts to carry out the related activities within the targeted timeframes. However, Symantec has no obligation to meet any specific response or resolution time frame. Note that if you have logged a Severity 1 Problem, our initial efforts will focus on making your Software operational and there may be temporary degradation in performance while we continue to work to address your 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. You are able to monitor the status of the Case and interact with the assigned TSE via the MySymantec web portal.

If you need to call Symantec Support Services regarding an open Case, please call the dedicated BCS number 800-797-8411. A representative will transfer your call to the TSE managing your case. If that TSE is unavailable, you can leave the TSE a voicemail message. You may also update your open support case by sending an email to Enterprise_Support@symantec.com. When doing so, you must include the Reference ID listed in the original case acknowledgement email sent by Symantec Support Services.

Escalation Process

Symantec is committed to delivering high quality Products and Support Services to our customers. In the event that you have questions about your Case or are not satisfied with the way your Case is being handled please contact your BCAM immediately.

5. Enterprise Technical Support Policy

The worldwide Enterprise Technical Support Policy ("Support Policy") describes the Support Services we offer to customers who have a current Support Agreement with Symantec covering Software licensed from Symantec, and who are using that Software in a Supported Configuration, in accordance with the terms of their License Agreement and Documentation. Our current Support Policy can be found at: [Symantec Policies](#) and [Support Fundamentals](#)

This BCS Handbook, the Support Policy, and the Handbook apply to the Symantec software products ("Software" or "Products") identified as eligible for coverage at [Supported Products](#). The Support Policy states the terms under which we will provide Support Services to you. The Handbook includes definitions of terminology and states customer responsibilities.

Support Agreement

Your Support Agreement means Symantec's agreement with you describing the deliverables, entitlements and other terms for the Support Services that you have purchased for a specific license of Software. The term Support Agreement includes Symantec Support Certificates and any documents that the Support Agreement specifically incorporates by reference.

End of Life Policy

Symantec provides different levels of deliverables under your Support Agreement depending on where your Software is in its lifecycle. For more information on our product lifecycles and related Support Services deliverables during those lifecycles, please refer to our End of Life Policy - Business Products, posted at [Symantec Policies](#) as well as our FAQ posted at [Frequently Asked Questions: End of Life](#)

6. Customer Care

Customer Care responds to non-technical licensing and serialization questions related to Symantec's Enterprise Products. These may include license activation, software version upgrades, Product access and renewals. Should you require assistance in any of these areas, please visit [Symantec Enterprise Customer Care](#).

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