



Discontinuation of 30 Day Late Renewal Grace Period Customer FAQ

Symantec places great emphasis on the value of Maintenance. Visit [our Maintenance webpage](#) to learn about Maintenance and the importance of keeping it current, always. **As of 9th May 2016, the expiration date really is the expiration date, with no late renewal grace period.**

What is Symantec changing?

[Symantec is removing its 30 day late renewal grace period.](#)

What is the 30 Day Late Renewal Grace Period?

The late renewal grace period provided Customers with 30 additional days after their Maintenance expiration date to place a renewal order without incurring any late penalties.

When does this change become effective?

As of May 9, 2016 (Oct 3, 2016 for Japan), these 30 additional days will no longer apply. From this date, any renewal orders received after the Maintenance expiration date will be subject to late penalties and higher overall renewal costs.

Why is Symantec discontinuing the 30 Day Late Renewal Grace Period?

The 30 day grace period no longer supports our security strategy. As the global leader in cybersecurity, keeping you continuously protected is our mission. Once Maintenance expires, you are no longer entitled to access any of your Maintenance deliverables, meaning that your security integrity is immediately compromised. On-time renewal of Maintenance is the only way to ensure uninterrupted coverage and continuous protection.

What is Maintenance?

Maintenance enables your Symantec product to constantly perform, evolve and adapt: critical security intelligence and innovative updates protect you and your investment, while round the clock technical assistance gives you peace of mind. Regardless of your licensing method, access to Maintenance benefits is for a finite term. Renewing extends your entitlement term for continued access to benefits:

- Critical security content updates that provide first line defense against the latest attacks and vulnerabilities.
- Important product updates that improve functionality and optimize product performance
- Version upgrades that deliver major security advances, cutting-edge features and technology innovations to stay ahead of cybercrime.
- 24/7 technical support for rapid response and issue resolution to minimize downtime.

Does my Maintenance entitlement change as a result of this change in policy?

No. Your entitlement to access Maintenance benefits and your Maintenance term are exactly the same as before. At expiration date, you are no longer entitled to access your benefits.

With this change, we are simply asking that you plan ahead, schedule upcoming renewal events, and submit renewal orders on time to ensure no gaps in coverage and to avoid higher renewal costs.



How do I know when to renew?

Your Maintenance entitlement expires on the End Date that is printed on your Symantec License or Support Certificate.

Symantec has various methods of alerting Customers that Maintenance expiry is imminent:

- Renewal notification e-mails are sent to Customers prior to the End Date (mailing lists, schedule and frequency varies by region).
- Several of our products issue alerts from the product's management console.
- Symantec's diagnostic tool ([SymDiag](#)) provides licensing information and renewal alerts for several of our products.

Your Reseller is likely to contact you about your upcoming renewal. Symantec encourages you to work with your Reseller to plan your renewal early in order to stay protected and avoid late penalties. For more information on how to renew, please consult the [Renewals FAQ](#).

What do you mean by late penalties?

If your Maintenance has expired and you haven't renewed on time, you will need to reinstate your Maintenance by purchasing a Version Upgrade (or where Version Upgrades are not available, your renewal will be subject to an additional 25% reinstatement fee on the lapsed period). Version Upgrades and reinstatement fees result in significantly higher costs compared to a standard renewal.

What should I do if my Maintenance has already expired?

Contact your Reseller immediately to remedy your Maintenance coverage. If you do not have a reseller, you can search for one [here](#). Alternatively, please contact [Symantec](#) for assistance.

What are the consequences of not renewing on time?

Failing to renew on time means that you are no longer entitled to access any of your Maintenance benefits. Running your Symantec software with expired Maintenance compromises your continued security and leaves your company susceptible to risks that can adversely affect your productivity and reputation. Furthermore, your path to remediation is complicated without access to technical support while the costs associated with a potential security breach are high.

There are compliance risks too. You must be properly licensed with current Maintenance in order to access Maintenance benefits, including continued access to critical security content updates. Read Symantec's [Enterprise Renewals Policy](#) for more information on your compliance obligations.

Along with avoiding significant security risk, renewing on time ensures you avoid the penalties and higher costs associated with reinstating expired Maintenance.