



# Symantec Enterprise Technical Support Handbook

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## USING THIS HANDBOOK

This Handbook provides an overview of the Symantec Essential Support and Basic Maintenance offerings available from Symantec, including definitions of programs, processes and procedures;

- Following the processes described in this Handbook will improve your support experience when contacting us for assistance or when using our online resources.
- This Handbook contains important information on the procedures and practices followed in the service and support of your Symantec Products under our Essential Support and Basic Maintenance offerings.
- Please read this Handbook for information on case management activities to address Problems based on their Severity Level.
- It does not replace the contractual terms and conditions under which you acquired specific Symantec Products or Support Services, and it does not supersede our Support Policy.
- Review this Handbook to learn where to obtain information on software support for companies that have been recently acquired by Symantec, including those that are not fully integrated into the Symantec support offerings portfolio and processes.
- Words that are capitalized in this Handbook have specific meanings. Some capitalized words are specifically defined in this Handbook and other capitalized words have the same meaning as given in the Symantec Support Policy.
- Symantec reserves the right to make changes to this Handbook and the related processes at any time. Future revisions and updates to this Handbook will be posted on MySupport at:  
<https://mysupport.symantec.com/>

### Our Mission Statement

Symantec Enterprise Support Services is committed to responding quickly to your inquiries and helping you to maximize the business value of your Symantec solutions. Our Support Services help you ensure that your software operates in substantial accordance with its Documentation. We will provide you with technical assistance based on the Support Services you have purchased, and the Severity Level of the Problem you are experiencing.

## SYMANTEC POLICIES

### 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:

<http://www.symantec.com/business/products/policies/index.jsp> and  
[http://www.symantec.com/business/support/support\\_policies.jsp](http://www.symantec.com/business/support/support_policies.jsp)

This Handbook and the Support Policy apply to the Symantec software products (“Software” or “Products”) identified as eligible for coverage at [http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp). The Support Policy states the terms under which we will provide Support Services to you. The Support Policy includes definitions of terminology and states customer responsibilities.

### Support Agreement

Your Symantec Support Agreement covers the generally available (“GA”) version of your Product license. Refer to our Support Policy for additional information on the scope of technical support services that we provide while your Software license is GA. If you have a current Support Agreement in effect, and you are using a Product version that has reached its End of Life (EOL), we will provide the level of support that is then available for your EOL’d Software version based on where it is in its lifecycle, as described in our EOL announcement.

### 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 lifecycles and related Support Services deliverables during those lifecycles, please refer to our End of Life Policy, posted at <http://www.symantec.com/business/products/policies/index.jsp> as well as our FAQ posted at <http://www.symantec.com/business/support/index?page=content&id=TECH76123>. Our End of Life Policy describes the typical lifecycle for our Software, and the related support deliverables during those lifecycle stages.

## SYMANTEC ENTERPRISE SUPPORT OFFERINGS

Symantec offers two core Enterprise Support Services offerings leveraging innovative, customer-focused support technologies designed to help you optimize your IT infrastructure and manage IT risk. We have upwards of 2,500 support professionals in over 20 global support centers supporting over a dozen languages during the centers' Regional Business Hours. We also have 75 regional support partners specifically selected for their ability to provide value add services to Symantec customers.

### Basic Maintenance

Basic Maintenance includes the following deliverables. Note that the Symantec offering referred to as "Basic Maintenance Lite" does not include Upgrade Assurance:

- Symantec will respond during our Regional Business Hours (as defined below) to your request for technical support.
- Customers are entitled to receive telephone support during their Regional Business Hours only.
- Customer will have access on a 24x7x365 basis to the Symantec technical support website.
- Depending on where the Software is in its product life cycle, Customer will receive or have access to Bug Fixes and patches to address Problems with the Software (Symantec may provide the Customer with a "hot fix" to address an issue specific to the Customer; or the Customer may download certain patches or Bug Fixes from our Knowledge Base).
- Basic Maintenance includes Content Updates, if applicable.
- Basic Maintenance includes access to Software Version Upgrades (referred to as Upgrade Assurance).
- The Basic Maintenance Customer may designate up to two (2) individuals per title of Software to act as Designated Contacts.
- Under a Basic Maintenance contract for your Symantec software, your ability to contact Symantec for technical support will be based on the location in which you are authorized to use that Symantec Product.

### Essential Support

Essential Support includes the following deliverables. Note that the Symantec offering referred to as "Essential Support Lite" does not include Upgrade Assurance:

- Symantec Essential Support customers are entitled to receive telephone support 24x7x365.
- Symantec will provide support on a Continuous Efforts basis upon Customer's request for Severity Level 1 Cases only (only upon request). (See the definition of Continuous Efforts below). Customer will have access on a 24x7x365 basis to the Symantec technical support website;
  - Essential Support provides 24x7x365 access to Symantec's technical support with faster response targets than for Basic Maintenance.
  - Depending on where the Software is in its product life cycle, Customer will receive or have access to Bug Fixes and patches to address Problems with the Software (Symantec may provide

- the Customer with a “hot fix” to address an issue specific to the Customer; or the Customer may download certain patches or Bug Fixes from our Knowledge Base).
- Essential Support includes Content Updates, for those Software products for which Symantec provides Content Updates.
  - Essential Support includes access to Software Version Upgrades (referred to as Upgrade Assurance).
- Customer has the right to designate up to six (6) Designated Contacts per title of Software.

## TYPES OF SUPPORT

### Web Support

We offer extensive self-help resources at no additional cost to you including;

- Search the SymWISE Knowledge base on a 24x7x365 basis, for answers to your technical questions. You will find articles on how to use SymWISE, create a SymAccount, manage your subscriptions, and leverage our other resources, at the following link:  
<http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase>
- Connect Forum Community: Use our Connect Forums on a 24x7x365 basis, to ask other customers your question, or to suggest or discuss a Product enhancement.
- Use Symantec MySupport to initiate and manage your technical support cases online. Access MySupport at <https://mysupport.symantec.com/> to log, track, update, and close a Case online. You must have a SymAccount to enter Symantec MySupport.

Once you set up an account, you can use MySupport on a 24x7x365 basis. However our support personnel will only be available for assistance during your contracted-for support hours; namely Regional Business Hours under your Basic Maintenance entitlement, or, 24x7x365 under your Essential Support contract.

### Telephone Support

A list of support contact numbers on a worldwide basis can be located at:

[http://www.symantec.com/business/support/contact\\_techsupp\\_static.jsp](http://www.symantec.com/business/support/contact_techsupp_static.jsp) 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).

### Non-English Support

We provide Support Services in English. We will use commercially reasonable efforts to provide non-English language support during Regional Business Hours, subject to our having available resources. Please refer to: [www.symantec.com/en/ca/business/support/Symantec\\_Local\\_Language\\_Support.pdf](http://www.symantec.com/en/ca/business/support/Symantec_Local_Language_Support.pdf) for additional information.

## CONTACTING US FOR SUPPORT

### Overview

If you identify a Problem with your licensed Symantec Software, contact us electronically via the web or at the phone numbers given in this Handbook. You will need to provide us with all relevant diagnostic information that we may require to replicate or address your Problem -- such as Product or system information, log files, configuration information, error messages, and details about your releases or Software Version Upgrades installed. You will need to initiate a separate Case for each Problem, and we will assign a unique case identification number to each Case in our global tracking system.

Whenever you submit your Case (whether electronically or by phone), you will be required to provide us with your Support ID and/or Contact ID. This will enable us to validate the level of Support Services you are entitled to receive, and to confirm that we are working with a Designated Contact.

When you contact us to follow up on your Case in addition to your Support ID or Contact ID, we will need your Case ID.

### Information to Provide

Please provide us with the following information when reporting a Problem by phone.

- *Identity*
  - Your Symantec Support ID (the unique set of letters or numbers assigned at the time of purchase)
- *Company and contact information*
  - Your company name
  - Location
  - Confirmation that you are a Designated Contact for the Symantec Product under the Symantec Support Agreement
  - Name, email address, phone, and extension or pager number
- *Concise summary of the Problem you are experiencing*
- *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*
  - Refer to the Severity Level definitions in this Handbook and assign a Severity Level of 1 to 4 to the Problem.

Be sure you have direct access to the systems you need us to troubleshoot.

**When you Contact Symantec Enterprise Support Electronically**

When you log a case via MySupport: you will follow this basic 3 step workflow:

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

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

Once you complete and submit this information, you will receive a 9 digit case number immediately. We 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 MySupport with the Support personnel assigned to your Case and track the status of all your open Cases.

## 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 MySupport 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. We will ask your name to verify whether you are a Designated Contact, and will ask for other information that we will need to work with you on your Case. We will open your case, log it into our global tracking system, and assign a case number. The Designated Contact reporting the Problem (or working on a Case) will be asked to provide his/her name, contact information, and pertinent information so we can provide support services. Accessing Symantec Enterprise Support electronically does not incur any additional costs. 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).

If you contact Symantec by phone, you will receive a call prompt to provide your Symantec Support ID. We require this same information when you submit a Problem by MySupport. Your Support ID will help us verify whether you are entitled to receive Support Services, what level of support you are entitled to receive, and connect you to a Technical Support Expert. One of our Support Experts will log your case into our technical services case tracking system, assign it the Severity Level you have indicated and provide you with a Case number. Please use this case number in all future interactions with us about that Case. The Support Expert will prompt you for additional information about the problem you are reporting and your contact information. Symantec uses this information to categorize your case and route it to the appropriate support staff to address the Problem.

### Troubleshooting

The Technical Support Expert assigned to your Case will ask you specific questions about the Problem you are experiencing to assist them in diagnosing the Problem by supplying as much information as possible; you can help the Support Expert make progress in addressing your Case. The Technical Support Expert will work to isolate the cause of the Problem, which may involve you answering further questions, running diagnostics, applying patches, remote access, etc. When the specific cause of your Problem is known, the Technical Support Expert will provide a Workaround or other solution, or may also work with you to develop a plan of action outlining expected steps towards addressing your Problem. Symantec will track and log steps taken in our case management system, and which can be viewed through the MySupport portal. In addition, you may view Case notes and communicate with the Technical Support Expert through the MySupport interface.

### 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 time frames. 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.

### 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 in this Handbook. 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.

#### Chart of Case Management Timelines Based on Support Offering and Severity Level

PROBLEM SEVERITY	BASIC MAINTENANCE (REGIONAL BUSINESS HOURS)	ESSENTIAL SUPPORT (24x7)
	RESPONSE TARGETS FOLLOWING ACKNOWLEDGEMENT	RESPONSE TARGETS FOLLOWING ACKNOWLEDGEMENT
<b>Severity 1</b> “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 1 Business Hour	within 30 minutes
<b>Severity 2</b> 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.	within 4 Business Hours	within 2 hours
<b>Severity 3</b> A Problem has occurred with a limited adverse effect on your business operations.	within your next Business Day	by same time Next Business Day (defined below)
<b>Severity 4</b> One of the following:  o Problem where your business operations have not been adversely affected  o A suggestion for new features or an enhancement regarding the Software	within 2 Business Days; We further recommend that you submit your suggestion for new features or enhancements to our forums	within the Next Business Day; We further recommend that you submit your suggestion for new features or enhancements to our forums

#### Monitoring and Updating a Case

The Technical Support Expert 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 Technical Support Expert via the MySupport interface. If you need to call Symantec Enterprise Support Services regarding an open Case, call Symantec Enterprise Support Services and provide your Case number to the support representative.

The support representative will transfer your call to the TSE managing your case. If that TSE is unavailable, you can leave the TSE a message. You may also update your open support case via email to [Enterprise\\_Support@symantec.com](mailto:Enterprise_Support@symantec.com) with the 9 digit case ID in the subject line of the email. If you are the Designated Contact for this open Case, your email will automatically be updated in our tracking system and communicated to the Technical Support Expert.

### Case Closure

We will close a Case under the following circumstances: (a) we have provided a solution that addresses your Problem; (b) you have told us that you no longer need us to work on the Problem; (c) we both agree to close the Case; (d) if we have repeatedly tried to contact you about your Problem and you do not respond; (e) if we make a good faith determination that the Problem is likely not resolvable even with the investment of reasonable time and resources; or (f) if we determine that your Software is operating materially in accordance with its Documentation. We will consider your Problem resolved if (g) we have advised you to download a Patch or Software Version Upgrade that we believe will resolve your Problem, or (h) we have explained that we may consider addressing your Problem in a future release, (h) we feel the Problem is not caused by the Symantec Software (i) a work-around mitigates the issue or (j) that we are closing your Case for other reasons under our standard business processes. If you still need assistance on the same Problem after we have closed a Case, you may reopen the original Case (if it has not been closed for more than 10 calendar days) or open a new Case.

### Escalation Process

Symantec is committed to delivering high quality Products and Support Services to our customers. In the event that you have questions about or are not satisfied with the way your Case is being handled, our senior technical support personnel are available to help. Symantec has implemented an escalation process to keep you informed of your Case status to initiate an escalation, contact Symantec technical support using the normal process, and request to speak to a Duty Manager. Additional details on the Global Management and Escalation process can be found in the Symantec Global Escalation Process Guide Please refer to: <https://mysupport.symantec.com/>

## OTHER INFORMATION YOU NEED TO KNOW

### Acquired Products

This Handbook does not cover any offerings other than Symantec's commercially available Essential Support and Basic Maintenance support offerings. Please refer to:

<http://www.symantec.com/business/support/index?page=products> for support related information about products that are currently not eligible for Essential Support and Basic Maintenance.

### Appliances

This Handbook also applies to Software that is part of an Appliance and does not cover support of Appliance hardware. The hardware support component of an Appliance is governed by a separate Appliance support agreement or Appliance license and warranty agreement.

### Business Critical Services

For information about our portfolio of Business Critical Services (BCS) please see;

[http://www.symantec.com/business/services/support\\_services.jsp](http://www.symantec.com/business/services/support_services.jsp)

Further information on the features and benefits of the Business Critical Services offerings can also be found in our BCS Handbook; <https://mysupport.symantec.com/> Note that Essential Support is a prerequisite to purchase BCS.

### Content Updates

Customers are entitled to receive Content Updates that become generally available during the term of their Support Services agreement, at no additional charge. To better ensure that your Software performs at optimal levels, we recommend that you proactively apply applicable Content Updates if and when they become commercially available.

### Continuous Efforts for Essential Support Customers (Severity 1 Problems Only)

24x7 Essential Support customers may request that Symantec provide "Continuous Efforts" to work on a Severity Level 1 case. Continuous Efforts means that our technical support personnel will provide uninterrupted efforts 24 hours a day including weekends and holidays to address a Severity 1 Case. If you request Continuous Efforts, our ability to provide such Continuous Efforts will depend on the availability of your Designated Contact to continue problem resolution. If you do not request Continuous Efforts, or if your Designated Contact is not available to help us, 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. Continuous Efforts will generally be performed in English outside of Regional Business Hours where we may provide specific language support. Note that our initial efforts will focus on making your Symantec software operational, and there may be temporary degradation in performance while we continue to work to address your problem.

### 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 at:

[www.symantec.com/customer care](http://www.symantec.com/customer care)

## Designated Contacts

### A. Your Designated Contacts

Your Designated Contacts will act as a liaison with Symantec Enterprise Support Services staff. The number of Designated Contacts you are entitled to appoint is based on the Support Services offering you purchased for the Product license. Your Designated Contacts must 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. When you log your Case, you may identify specific individuals as your Designated Contact(s) for that Case. If qualified Designated Contacts are not available throughout the Problem troubleshooting process, Symantec's ability to assist you will be adversely affected.

### B. 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.

[https://www-secure.symantec.com/techsupp/enterprise/static/accounts/change\\_name\\_address\\_cust.html](https://www-secure.symantec.com/techsupp/enterprise/static/accounts/change_name_address_cust.html)

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

## Multi Vendor Support

We have a broad range of multi-vendor collaborative support arrangements, including via TSANet. Symantec will typically leverage these collaborative support arrangements if our customer experience interoperability Problems with Symantec Software and products from other vendors. If we determine that the problem may be related to a product from a vendor that we do not have a cooperative support relationship with, we may ask you to request such vendor to work with us to address the Problem. If the issue relates to the third party product and not to the Symantec product, then the third party vendor (and not Symantec) will determine the progress and resolution of that issue. In the event your issue relates to another vendor's product and not to your Software, then we may transfer your issue to that vendor. In such cases you will need to work directly with that vendor to resolve your issue.

## Other Activities

Symantec is not obligated to provide Product installation, configuration or implementation as part of your Support Services under your Essential Support or Basic Maintenance offering. However, we will answer specific questions related to these tasks. We will not tell you how to execute an upgrade, or walk you through installation steps.

## Recommendations

We recommend that you configure a test system and/or environment that can be used to validate configuration and settings before you install your Software in a production environment. A test environment will also allow you to perform troubleshooting outside of your production environment. With respect to some of our more complex Products, we may be better able to interface with you and resolve your issue, where you have configured such a test system and/or environment.

## Remote Access

Depending on the Support Services offering you have purchased and the nature of the Problem, we may offer a remote diagnostic and troubleshooting service to access your computer system remotely to perform diagnostic

and troubleshooting activities for your Software. Before implementing such remote access we will require your express consent to the agreement for such remote access at the link provided at:

<http://www.symantec.com/business/products/policies/index.jsp>

### Software Version Upgrades

Supported customers are entitled to receive Software Version Upgrades (these do not include Content Updates) that become generally available during the term of their Support Services agreement, at no additional charge. Software Version Upgrades include Major Releases and Minor Releases that are made generally available to the public during the term of your Support Agreement for a specific license of Software. Any option or future Product that we license and price separately will not be considered a Software Version Upgrade. As Upgrades are released, you will automatically receive an email Version Upgrade Notification which will include your new license information. It will also direct you to the Symantec Licensing Portal, where you can navigate to the Version Upgrade Application. Once you access the Version Upgrade Application, you will be able to download new versions of software and obtain new license keys. If you need assistance with the upgrade process, you may contact Symantec's regional Customer Care organization at Symantec Customer Care at:

<http://www.symantec.com/customercare>. To better ensure that your Software performs at optimal levels, we recommend that you proactively apply applicable Software Version Upgrades as they become commercially available.

### Support Services Term

Each Support Agreement will last for a 12 month term, and the initial term will start on the date we ship the Software, except as otherwise stated in the applicable Support Agreement. In addition, you may purchase Support Agreements for up to 3 multiple terms of 12 months each, as follows:

- Symantec may agree to align the end dates if you have multiple support agreements, which may result in a support term of more than or less than 12 months.
- Any longer terms longer than three years will require special approvals from Symantec. Longer term Support Agreements may not be available for all of our Software.

### Support Renewals

A renewal is an extension of a technical Support Agreement for a specified renewal period of 12 months or longer. After the expiration of your initial Support Agreement term, you can renew either for the same offering of Support Services (where available), or change to a different offering. Each renewal term will become effective upon the expiration date of your previous term, provided that you have paid applicable fees. We will typically send you a renewal quote for a Support Agreement approximately sixty (60) days prior to the expiration of your then-current Support Agreement term.

If you purchased through one of our channel partners, we may send the quote to that channel partner rather than to you directly. In the event you do not receive a quote, please feel free to contact our Renewals organization directly at: <http://www.symantec.com/enterprise/licensing/renewals2.jsp>. You will not be entitled to receive any Support Services once your Support Agreement expires. However, you may still access our online Knowledge Base and those Bug Fixes and Patches that we make generally available to all licensees regardless of whether that licensee holds an active Support Agreement. Our Renewals organization will be able to explain to you our policy on renewing or reinstating Support Services. For additional information regarding Support Services renewals please see: <http://www.symantec.com/business/products/renewals/index.jsp>

### Supported Configurations and Alternative (Unsupported) Configurations

We will provide Support Services for Software when used in a Supported Configuration. Our Software is designed to interoperate with many types of systems, applications, and hardware. Sometimes a customer may choose to



use our Software in an Alternative (unsupported) Configuration, namely, an environment that has not been validated, approved or verified to operate with our Software or which does not support such Software or only supports limited functionality. We do not support Alternative Configurations, and we have no obligation to provide Support Services for Software being used in an Alternative Configuration. Symantec makes no warranty with respect to use of Software in an Alternative Configuration and any such use is at your own risk. A Supported Configuration might be converted into an Alternative Configuration where a vendor modifies one of its components that is part of the original Supported Configuration. As a consequence, your Software would then be operating in an Alternative Configuration. If you experience a Problem with the Software in an Alternative Configuration or if your Problem deals with non-standard or non-public functionality (not documented in our manuals or other materials), that was not developed by Symantec or an authorized consulting partner, please contact your Sales Representative or channel partner to determine whether any assistance is available and under what terms.

### Symantec Education

We offer education and training courses covering Product familiarization through our Symantec Education group. Information regarding Symantec Education Services is available at:

[http://www.symantec.com/business/services/education\\_services.jsp](http://www.symantec.com/business/services/education_services.jsp). These offerings provide a principal source of knowledge, insight, and skills to help you design, build, secure, and manage your IT environment and Symantec Products. 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.

### Third Party Products

Symantec may offer to sell third party support for certain third party branded products. If our customer elects to purchase such third party products and third party branded support, such support will be provided solely according to the terms and conditions of the applicable support agreement with that third party. The rest of this Handbook will not apply to the delivery of such third party branded support services.



## DEFINITIONS

Some of the capitalized terms used in this Handbook are defined below or in the Support Policy. They may also be defined when they are first used in this Handbook.

**“Alternative Configuration”** means where our Software is used in a configuration which does not support such Software, or in an environment that is not approved for use with our Software, or in which we have not verified our Software will operate, or where the Software has been tested and is known not to work or works with limited functionality. For these purposes, references to the “environment” mean the hardware platforms, operating systems, software applications, and other third party solutions you are using with the Software.

**“Bug Fix”** has the meaning given for “Resolution” below.

**“Business Day”** means a day during the standard business week of the country in which the customer’s Software is installed.

**“Business Hour”** means, when the customer purchases Symantec’s 24x7 support offering, any time during each day of the week, weekends, or holidays. When a customer purchases Symantec’s Regional Business Hours offering, the term “Business Hour” means only those Regional Business Hours as defined in this Handbook.

**“Case”** means a reported Problem that is logged in our global case tracking system and assigned a case identification number.

**“Content Updates”** means content used by Symantec’s Software products 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 Symantec’s Software products as they become generally available to Symantec’s customers except for those Content Updates that are only available through purchase of a Content Updates subscription.

**“Continuous Efforts”** is a level of effort on the part of Symantec available upon request for a Severity 1 Problem only, under a 24x7 Support Services offering. This level of effort is not available under Regional Business Hours coverage. Continuous Efforts means that Symantec will work around the clock to address a Severity Level 1 case that our customer has logged that requires uninterrupted efforts by Technical Support Experts twenty-four (24) hours a day including weekends and holidays, and our customer has requested that Symantec provide such Continuous Efforts. Continuous Efforts will generally be performed in English. Symantec will make commercially reasonable efforts to accommodate language requirements when possible. However Symantec’s efforts will be focused on making your Product operational although there may be a temporary degradation in performance. Symantec must be able to reach our customer’s Designated Contact while Symantec is working on the Severity 1 Case, to assist with gathering any additional documentation and/or conduct resolution testing to ensure progress with restoring your Product to operational status. Symantec’s ability to provide “Continuous Efforts” may depend on Symantec being able to contact our customer Designated Contacts to continue Problem resolution. If Symantec is not using Continuous Efforts for the our customer Severity 1 Case, then at the end of the Business Day, work on that Case will temporarily cease and will begin again at the start of the next Business Day for the region.

**“Designated Contacts”** means support personnel you designate and register with Symantec to act as authorized liaisons with Symantec’s enterprise technical support organization.

**“Documentation”** means the user manuals and release notes accompanying the Software.

**“License Agreement”** means the Symantec license agreement for the underlying Software.

**“Major Release”** means a release of Software that introduces architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility.

**“Minor Release”** means a release of the Software that introduces new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor Releases generally incorporate Bug Fixes issued since the prior Major Release.

**“Next Business Day”** means the specific Business Day (defined above) immediately following your submission of a problem to us for assistance.

**“Problem”** means a technical question or technical issue you may have regarding the Software’s performance.

**“Regional Business Hours”** mean standard hours of business operation, typically 8 a.m. to 6 p.m, during the business hours and business days in a specific geographic region, based on the country where the Software is installed. Regional Business Hours exclude holidays and days of rest.

**“Resolution”** is used interchangeably with the term **“Bug Fixes”** and covers a broad range of efforts to address your Problem. This term includes any code change that we make to the Software to help restore substantial conformity with the applicable Documentation, including changes made to maintain operating system and database system compatibility. In this Handbook, a Resolution or Bug Fix may also mean a solution we develop for a customer to address a Problem that is specific to that customer and that we do not make generally available. The definition of a Resolution includes where Symantec provides a Workaround (without a code change), or makes a recommendation that our customer migrate to a current release, or where Symantec considers the Problem in developing a future release of the Software, or where Symantec takes other steps to close a Case in accordance with Symantec’s support processes. The definition includes where Symantec may deliver a more complete and/or permanent solution to enable the Software to conform substantially to its Documentation, through the delivery of a code change, or a regularly scheduled Maintenance Pack or Product release. Some collateral may refer to our providing a Resolution or Bug Fix as “solution delivery” or providing a “Fix”. Symantec reserves the right to decide how a “Resolution” may be delivered and in what time frame.

**“Severity Level”** means the classification of the Problem as a Severity 1, Severity 2, Severity 3, or Severity 4 Problem as defined in the Case Management Activities Chart (See Above)

**“Software”** means the copy of Symantec software that you have licensed under a Symantec License Agreement and for which you have purchased a Support Agreement which is currently in effect, and further provided that such software is also identified as eligible for coverage under this Policy at:

[http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp). The terms Product or Symantec Product are sometimes used interchangeably with the term Software in this Handbook.

**“Software Version Upgrades”** mean a subsequent release of Software that we make available to you under a current Support Agreement for that specific copy of Software. Software Version Upgrades are provided as deliverables under Upgrade Assurance as described in your Support Agreement and includes Software releases that are made generally available during the term of your Support Agreement for a specific copy of Software. Such releases include those that introduce architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility (sometimes referred to as a “Major Release”) as well as releases (referred to as “Minor Releases”) that introduce new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor

Releases generally incorporate Bug Fixes issued since the prior Major Release. Any option or future Product which we license and price separately will not be considered a Software Version Upgrade. Content Updates, as defined in your Support Agreement, are not included in the definition of Software Version Upgrades. Documentation may sometimes refer to a Software Version Upgrade as an “update,” “upgrade” or “version.”

**“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.

**Supported Configuration”** means a configuration in which the Software operates in a customer’s environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Symantec custom-developed scripts and other configuration elements stated in your Documentation, or that we have validated, approved, or verified for operation in conjunction with the Software. For these purposes, references to the “environment” mean the hardware platforms, operating systems, software applications, and other third party solutions you are using with the Software.

**“Support Services”** means the general support services that we provide for a specific license of Software under the provisions of a Support Agreement, during the term of that Support Agreement. Based on the Support Services offering you have purchased, our Support Services may include remote assistance or technical information, Software Version Upgrades, and applicable Content Updates, as defined in your Support Agreement, all depending on the specific Software, its product lifecycle and related support phase. If you have purchased one of our premiere support offerings (such as location-based Business Critical Services), you may also be entitled to receive onsite technical assistance pursuant to the terms of that premiere support offering Symantec is not obligated to provide Product installation, configuration or implementation as part of your Support Services. Support Services do not include Product training or consulting services. Support Services for Software do not include addressing Symantec hardware issues, and your agreement for the hardware will describe your hardware-related deliverables and entitlements. Support Services do not include support that is provided in connection with Symantec hosted solutions. Symantec may sell third party support for certain Products, in which case such support will be provided solely according to the terms and conditions of the applicable support agreement, and the balance of this Handbook shall not apply to the delivery of such third party branded support services.

**“Workaround”** means a temporary solution of a known Problem to lessen the adverse effect of a Problem, and may include specific modifications to the Software to address critical problems (sometimes called, hot fixes). In some cases, Symantec is unable to undertake further corrective action, and the temporary solution will be considered final.

## REFERENCE INFORMATION

- **MySupport Online Case Management** – a web-based case management tool that enables users to create, update and upload supporting information relating to new and existing support cases:
  - <https://mysupport.symantec.com/>
- **Customer Quick Reference Guide** – a condensed reference guide featuring the basics that you need to know before contacting Symantec to initiate a support case:
  - [http://www.symantec.com/business/support/support\\_policies.jsp](http://www.symantec.com/business/support/support_policies.jsp)
- **Support Phone Numbers Webpage** – a list of telephone numbers that you can use to contacting Symantec Support:
  - [http://www.symantec.com/business/support/contact\\_techsupp\\_static.jsp](http://www.symantec.com/business/support/contact_techsupp_static.jsp)
- **Symantec Enterprise Support Homepage** – an entire array of online Product support tools and information:
  - <http://entsupport.symantec.com>
- **SymWISE Support Knowledge Base** – online repository of knowledge articles for helping you research suspected issues:
  - [http://www.symantec.com/business/support/knowledge\\_base\\_sli.jsp](http://www.symantec.com/business/support/knowledge_base_sli.jsp)
- **Symantec Connect** – an online user community which allows you to learn more about new Products, browse and post to discussion forums, as well as interact with other Symantec users:
  - <http://www.symantec.com/connect/forums>
- **Enterprise Support Fundamentals Webpage** – a source for useful support collateral, including the Symantec Technical Support Policy, Case Escalation Process and Language Support Guidelines:
  - [http://www.symantec.com/business/support/support\\_policies.jsp](http://www.symantec.com/business/support/support_policies.jsp)
- **The Support Policy effective as of 2011 can be found at:**
  - <http://www.symantec.com/business/products/policies/index.jsp>
- **Customer Care** - provides answers and solutions for your non-technical support needs. Subjects include Product licensing, support and maintenance services and contracts, contact information, Product downloads, and training:
  - [http://www.symantec.com/business/support/assistance\\_information.jsp](http://www.symantec.com/business/support/assistance_information.jsp)
- **Symantec Licensing Portal** – online tool that can be used to register and activate new Products, manage existing license data and change your Designated Support Contacts list:
  - <https://licensing.symantec.com>
- **End of Life Policy:**
  - <http://www.symantec.com/business/products/policies/index.jsp>
- **End of Life FAQ:**
  - <http://www.symantec.com/business/support/index?page=content&id=TECH76123>
- **Appliances Hardware Support Policy and FAQ:**
  - [http://www.symantec.com/business/services/support\\_services.jsp](http://www.symantec.com/business/services/support_services.jsp)