Symantec™
A Division of **Broadcom**

Product Brief

Hardware Support
Overview

Online Resources

Around-the-clock access to Symantec selfhelp and learning resources:

- An extensive and easily searchable Knowledge Base for articles, guides, and product documentation
- Product-specific user forums (Symantec Connect)
- Security advisories and technical alerts
- Entitled software releases
- The ability to open and manage your service requests via the Broadcom® support portal
- The ability to view shipping status of any return material authorization (RMA)

Hardware Support

With Hardware Support, and per product warranty, you are entitled to hardware repair or replacement from Symantec's worldwide network of supply depots:

- Hardware replacement options vary based on your operational requirements and your chosen hardware support option; a range of response times is available to meet your needs (see the table overleaf for option details).
- Optional onsite support by a qualified Symantec Onsite Technician (available for select hardware support options as indicated).
- The ability to dispose of old equipment via Symantec's environmentally friendly product recycling initiative.

Maximizing Your Investment in Symantec

The first step towards safe and productive business operations is selecting the right Symantec product. Protecting that investment, maximizing operational efficiency and maintaining service level agreements are equally critical. Symantec Hardware Support is a comprehensive portfolio of offerings that complement Symantec's award-winning hardware products, help safeguard your network and maximize your investment.

Keeps Your Network Up and Running

Network security and performance are paramount to your business success so it's imperative that you have access to qualified resources and advanced technical tools whenever you need them. Symantec Hardware Support is designed to maximize uptime and reduce your internal IT costs.

Experienced and certified Symantec support engineers are available worldwide to rapidly respond to and solve your support requests. You also have peace of mind knowing that your investment is protected with hardware replacement services and software updates, as well as many other Maintenance benefits that allow you to smoothly manage your business and IT operations.

Technical Support

Symantec's technical support team is ready to assist you to keep your network operational and your Symantec products optimized.

Benefits include:

- Technical support
- Reasonable efforts to provide non-English language support during regional business hours
- The ability to upgrade to Premium Support for a superior level of technical support

Summary

Symantec Hardware Support complements Symantec's award-winning Network Protection products that help customers derive maximum value from their investment. Learn more about Symantec Hardware Support and our portfolio of Training, Proactive, and Professional Services, or contact your Symantec Sales Representative or authorized Symantec Reseller.

Description of Service	Hardware Support Options				
	Standard	Standard Plus	Advanced	Premium Plus[1]	Software Support[5]
Technical Support					
Online Web Support	●	●	●	●	●
Phone Support for SEV 1	●	●	●	●	●
Software Updates					
Minor and Maintenance OS Software Updates	●	●	●	●	●
Major OS Software Releases	●	●	●	●	●
Hardware Replacement Services					
4-hour arrival, 7 days a week				●	
Next business day arrival[2]			●		
Same day shipment[3]		●			
10-day return to factory for replacement[4]	●				
Onsite Technician					
Symantec technician installs replacement hardware.			Optional	Optional	

1 Guaranteed delivery options must be approved by Symantec prior to purchasing.

2 Request must be validated by 1 p.m. After 1 p.m., hardware will arrive the next consecutive business day.

3 Request must be validated by 1 p.m. Actual hardware delivery time is not guaranteed.

4 Faulty hardware shipped to Symantec. Upon receipt, Symantec will ship a replacement within 10 business days.

5 Available on Symantec *software only* products.

Technical support will be performed in accordance with the terms and conditions published at support.symantec.com/en_US/terms/support-fundamentals.html, or successor URL, and Symantec's then-current technical support policies.

Additional Resources

- Technical Support Information: support.symantec.com/en_US/article.TECH236428.html

- Recycling Information: symantec.com/support-center/policies

- Hardware Warranty Information: symantec.com/docs/TECH247478

- HDD Handling Information and How To: symantec.com/docs/TECH247479

- RMA Information and How To: symantec.com/docs/TECH247480

- Symantec Premium Support: symantec.com/services/premium-support

- Maintenance Overview: symantec.com/support-center/renewals/maintenance-overview