



Symantec[™] Premium Support Symantec Enterprise Division (SED)

Designated Support Engineer Service Description

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Designated Support Engineer

The CA service(s) ("CA Service") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the CA quote or other transaction document entered into by you and the CA entity ("CA") through which you obtained a subscription for the CA Service (hereinafter referred to as the "Agreement"). These terms shall be effective from the effective date of such ordering document.

This Service Description describes Symantec Premium Support – SED Designated Support Manager ("Service"), previously referred to as Symantec Technical Account Manager (TAM). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section.

1.1 Technical/Business Functionality and Capabilities

Service Overview

This document describes the services ("the Services") which are performed by a Symantec Enterprise Division (SED) Designated Support Engineer ("DSE"). The SED DSE is an assigned product specialist who serves as a point of contact to assist Customer with its technical support experience and provides technical support triage to help resolve identified product issues. SED DSE Services include account management, case management and lifecycle planning for Customer's Eligible Solutions, as further defined below. The SED DSE also assists Customer to drive feature adoption and maximize use of its Eligible Products based on success factors established in cooperation with Customer.

The SED DSE can be either a non-dedicated or dedicated resource depending on the level of Premium Support purchased by Customer. A non-dedicated SED DSE may be assigned to multiple customer accounts, whereas a dedicated SED DSE is solely assigned to and focused on a single customer account.

Service Features

The SED DSE will provide all Account Management, Case Management and Lifecycle Planning services while also serving as a conduit for the technical support services provided for Eligible Solutions, as further defined below. The SED DSE will provide information related to open technical support cases as well as product information, industry trends, threat information, best practices, and other related information during the term of the Services.

Account Management:

- **Non-Dedicated SED DSE:** Customer will be assigned a named SED DSE who will serve as Customer's primary account contact for the Services during Local Regional Business Hours. This named SED DSE is a shared resource and may be assigned to other customer accounts. A single non-dedicated SED DSE provides, on average, up to eight (8) hours of Services per week during Local Regional Business Hours over an annual term. If Customer's Services' requirements are above (or exceed) such average, then Customer must contact its account manager or its chosen reseller to purchase additional separate Services.
- **Dedicated SED DSE:** For Customers who have purchased dedicated SED DSE support, a named dedicated SED DSE will be solely assigned to such Customer account during Local Regional Business Hours.
- **Monthly Standard Support Case Reporting:** The SED DSE will provide monthly reports on Customer's technical support case history to help identify technical support issues and trends and to discuss potential areas of improvement with Customer. This monthly report will be provided by the SED DSE remotely.
- **Quarterly Reporting and Review:** The Monthly Standard Support Case history reporting will be summarized on a quarterly basis to help identify technical support issues, trends and Customer concerns and to discuss potential areas of improvement and make recommendations. The quarterly review also addresses Customer's business requirements, including overall Service experience and Service consumption, and how CA is performing against them, and provides insight on the global security threat landscape. This review will be provided by the SED DSE remotely.
- **Annual Account Review:** Once during each annual term of the Services, the SED DSE will meet with Customer to review Customer's prior year technical support case history for the Eligible Solutions and to review Customer's then current security posture and ongoing security strategy in order to make best practice recommendations. The annual meeting and report will be conducted and provided by the SED DSE remotely.

Case Management:

- **Resourcing Availability:** The SED DSE (both Non-Dedicated and Dedicated) will be available during Local Regional Business Hours.
- **Case Creation Assistance:** Upon Customer's request, the SED DSE will log technical support cases on Customer's behalf during Local Regional Business Hours. Outside of Local Regional Business Hours, Customer should call Symantec technical support or raise a case via the MySymantec portal located at: https://support.symantec.com/en_US/mysymantec.html.
- **Escalation Assistance:** During Local Regional Business Hours, the SED DSE (both Non-Dedicated and Dedicated) will assist with any technical support case escalations, regardless of severity on behalf of Customer for the Eligible Solutions. For High Severity technical support cases impacting Customer's production environment, Customer should call Symantec's technical support and log a Severity 1 technical support case and request to be transferred to the next available technical support engineer in cases where they are unable to directly contact their SED DSE, for example outside of Local Regional Business Hours.
- **Escalation Updates, Actions, and Management Calls:** After Customer has logged a Severity 1 technical support case, the SED DSE will be notified by the technical support engineer and will then serve as the point of contact for providing technical support case management assistance to Customer during Local Regional Business Hours. The SED DSE will monitor the technical support case to provide Customer with updates on the status of the case.
- **Identify and Troubleshoot Issues:** The SED DSE will assist Symantec technical support engineers in isolating the cause of the technical support issue concerning the Eligible Solutions in Customer's production environment. This may require, but is not limited to, Customer providing additional information about their production environment, answering further questions about the technical support issue, running system / environment diagnostics, applying patches, etc., as necessary for the technical support engineers to assist in resolving the technical support issue(s).

Lifecycle Planning:

- **Patch and Fix Updates:** The SED DSE will notify Customer if bug fixes or patches for the Eligible Solutions become available.
- **Product Optimization Services:** For certain SED products, optimization services are available to Customer using the Symantec Diagnostic tool ("SymDiag"). Customer must request such optimization services through its SED DSE to be coordinated with technical support engineers. These optimization services are delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any required reports to the Customer.
- **Pre-production Environment Access:** This applies to a Customer who has purchased Symantec Validation and Identity Protection ("VIP") service. Upon request, Customer will have access to the pre-production environment for such VIP service(s) for the duration of its Premium Support entitlement. Access to the pre-production environment is provided on an "as-is" basis and CA expressly disclaims all representations and warranties regarding the pre-production environment including that the pre-production environment shall meet the Customer's needs or that the use of or access to the pre-production environment shall be uninterrupted or error free.

Symantec Enterprise Technical Support:

- **SED DSE Coverage:** Customer has access to its assigned SED DSE during Local Regional Business Hours for the Eligible Solutions. Customer may designate up to six (6) Designated Contacts to interact with Customer's assigned SED DSE. Outside of Local Regional Business Hours, these situations will be handled via Symantec technical support engineers for all Eligible Solutions with respect to the Services.
- **Broadcom Enterprise Customer Support Portal:** Each Customer will have access to the Broadcom Enterprise Customer Support Portal account management website at: <https://www.broadcom.com/support/software/contact>, where current license and product information can be obtained as well as new technical support cases created.

Except as otherwise provided in this Service Description, Symantec technical support will be provided in accordance with Symantec's Technical Support policies and instructions available at: <https://knowledge.broadcom.com/external/article?legacyId=tech236428> and Symantec's Premium Support Handbook available at: <https://knowledge.broadcom.com/external/article?legacyId=info4528>.

1.2 Customer Responsibilities

CA can only perform the Service if Customer provides required information or performs required actions, otherwise CA's performance of the Service may be delayed, impaired or prevented, and/or Customer may lose eligibility for any Service Level Agreement.

- **Service Availability:** Customer must have the right to use the Eligible Solutions, as well as a current Maintenance/Support subscription for all Eligible Solutions, for which these Services can be provided. CA is not obligated to provide any credits, refunds or extensions of Services when Services are suspended for Customer's failure to maintain current Maintenance/Support for the Eligible Solutions.

- **Covered Product(s):** Customer must periodically review the list of Covered Product(s) at <https://knowledge.broadcom.com/external/article?legacyId=info4324>, which may be revised by CA from time to time, without notice to Customer. If CA adds product(s) to such list, the added product(s) shall be automatically included without payment of additional Services fees. CA may also remove components and/or products from Covered Product Families or product suites at any time to reflect changes in CA's SED product and services offerings.

1.3 Additional Terms

Purchase Conditions. Premium Support is not a substitution for entry-level Maintenance/Support. All Eligible Solutions therefore must be covered with valid entry-level Maintenance/Support when purchasing Premium Support.

No Auto-Renewal. Notwithstanding anything to the contrary in the Agreement, there is no automatic renewal of the Services. Before the Service term expires, Customer must contact its account manager or its chosen reseller to renew the Services.

Customer Use Only. Customer is permitted to use the Service solely for Customer's own business purposes. Customer agrees not to resell, sublicense, lease, or otherwise make the Service and associated documentation available to any third party.

Service Providers. Customer may only provide the Services for the benefit of its own end user customers or unaffiliated third-parties provided it has separately received authorization to do so in writing by CA and it purchases individual subscriptions to the Services for each of its end user customers.

Compliance with Laws. Customer shall comply with all applicable laws with respect to use of the Service.

1.4 Definitions

"Covered Product(s)" means the then current Symantec Enterprise Division solutions, identified by Solution Family, at the following URL: <https://knowledge.broadcom.com/external/article?legacyId=info4324>, or successor URL.

"Designated Contacts" means any employees, affiliates, contractors, or third-party outsourcers which Customer designates to be a point of contact to CA for the Service who act under the responsibility of Customer.

"Eligible Solutions" means any combination of individual Covered Products from the Covered Product(s) list for which Customer holds a valid right to use and has a current Maintenance/Support subscription for such Covered Product(s).

"Local Regional Business Hours" means standard regional business hours and days of the week, excluding weekends and local public holidays. In most cases, "business hours" mean 8:00 a.m. to 5:00 p.m. in the local time zone as selected by the Customer. Refer to <https://www.broadcom.com/support/software/contact> for information on how to access Symantec's 24X7 Enterprise Technical Support.

"Online Service Terms and Conditions" means the Online Services Terms and Conditions located at or accessed through <https://www.broadcom.com/company/legal/licensing>.

"Order Confirmation" means a receipt confirming the Service Customer has acquired as issued by CA.

"Technical Support Terms and Conditions" means the Technical Support Terms and Conditions located at or accessed through https://ca-broadcom.wolkenservicedesk.com/external/article?articleId=185159&_ga=2.262689807.2094249917.1583158106-1437541340.1572895740.

Revision History

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