

Removal of 30 Day Late Renewal Grace Period

What is changing?	Policy Change Details
<p><u>Symantec is removing its 30 day late renewal grace period</u></p>	<ul style="list-style-type: none">❖ The current policy does not support Symantec’s security strategy. Maintenance must be current in order to remain protected.❖ Renewal orders must be placed with reseller/Symantec in advance of Maintenance expiration date.❖ From 9th May 2016, renewal orders received after expiration date are subject to late penalties resulting in higher renewal costs:<ul style="list-style-type: none">▪ Customers will be required to purchase a Version Upgrade SKU (where Version Upgrades are not available, a 25% reinstatement fee on the lapsed period will apply)❖ Per existing policy, Customers are not entitled to access any Maintenance deliverables after the Maintenance expiration date.❖ Continuing to access Maintenance benefits without renewing is contrary to Symantec’s licensing terms and conditions and poses a serious compliance risk.

Understand **the value of Maintenance**, the importance of renewing on time, and the risks associated with not renewing – security, financial, reputation and compliance.

Stay protected with current Maintenance :

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

When?

- ❖ This change is effective globally from **9th May 2016** (Japan from 3rd October 2016)