



Software License Retirement Policy

Global

Guiding Principles

The purpose of this document is to define Symantec's License Retirement policy for Symantec Enterprise Software Products that are licensed and installed as on-premises solutions.

Perpetual software licenses entitle the Customer to access their Software Product for the aggregate quantity purchased/acquired, and to the most recent version per the most recent Maintenance entitlement, indefinitely. Symantec recognizes that certain scenarios exist where the Customer needs to retire, or give up its license rights to, all or some, of its software licenses. This policy defines the procedure for Symantec customers to follow if such a need arises.

Policy

In order to remain compliant with the applicable legal [terms and conditions](#) for Symantec Software Products, Symantec Customers are required to proactively report to Symantec any situation requiring the retirement of software licenses. Symantec will assist the Customer to resolve its software license count, and will update Symantec Customer installed base records such that the Customer's renewal requirements going forward reflect the Customer's revised license count.

In all cases where both the Customer and Symantec agree to a revised software license count, the Customer agrees to permanently give up its rights to the affected licenses that are retired. The Customer is required to use and manage its software licenses going forward according to the revised software license count, be it full retirement, or a software license reduction.

Conditions

- When software licenses are retired per this policy, they are retired permanently and Customers lose all associated usage and Maintenance rights.
- Retired licenses must never be used again.
- If additional licenses are required in the future, these must be purchased as new.
- Entitlement reductions are only effective going forward from the date Symantec is notified of the reduction.
- Symantec will not give credit for past reductions in license usage.
- Retiring licenses does not relieve the customer from the responsibility for any Maintenance or penalties owing prior to the retirement effective date.
- Symantec retains the right to decline Customer requests for retirement after evaluation of the Customer's account status, payment history, etc.

This policy applies to, but is not restricted to, the scenarios that follow:

Scenario 1: Voluntary Retirement of ALL Software Licenses

The Customer has discontinued use of their Symantec product, and voluntarily wishes to retire ALL of their Symantec software licenses.

- Solution: The Customer must notify Symantec that the licenses are no longer in use and begin the retirement process. Any future use of the same Symantec product requires the purchase of NEW software licenses. Symantec may validate usage at any time post retirement.



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Scenario 2: Voluntary Retirement of a PORTION of Software Licenses

The Customer no longer requires all of its licenses and wants to voluntarily retire a portion of its Symantec software licenses.

- Solution: The Customer must notify Symantec that they want to retire a portion of their license count and begin the license retirement process. The Customer is permanently giving up their rights to any future use of the affected license quantity, and is issued with an updated entitlement to replace all previous entitlements. The Customer will renew Maintenance going forward according to their revised entitlement. The need for additional software licenses in the future requires a NEW purchase. Symantec may validate usage at any time post retirement.

Scenario 3: Maintenance does not match License Quantity

The Customer record shows an aggregate quantity of licenses for a software title but Maintenance coverage is for a lesser quantity*.

- Solution: The Customer must do one of the following to become compliant with Symantec legal terms and policies:
 - Option 1 - Pay for Maintenance lapse: The Customer may submit an order to correct the gap in Maintenance, pay applicable back maintenance and any administrative fees owing per the Global Enterprise Renewals Policy.
 - Option 2 - Buy new software licenses: The Customer may buy new software licenses to replace the non-compliant license count.
 - Option 3 - Formally retire those software licenses not covered by Maintenance by notifying Symantec and undergoing the license retirement process. In cases of proven non-compliance, the Customer must pay applicable back Maintenance and any administrative fees owing per Symantec's License Compliance Policy.

Failure to submit a required order to resolve the Maintenance/license quantity mis-match using options 1 or 2 within 30 days of written notice by Symantec will result in Symantec invoicing the Customer in accordance with options 1 or 2, as applicable. Symantec has the right to invoke its audit rights if it suspects or has information that indicates non-compliance with the applicable legal terms and conditions.

**Per Symantec policy, perpetual software licenses must be covered by the same quantity of Maintenance. The Customer's initial or renewal Maintenance purchases must cover the aggregate license count for its licensed Symantec software product(s), otherwise, the Customer must permanently retire any software license for which it does not renew Maintenance. The Customer may not renew Maintenance at less than the aggregate license count, without going through the applicable process. Symantec does not permit the temporary suspension of licenses for any period of time.*

Scenario 4: Entitlement Correction

The Customer's entitlement needs to be corrected in Symantec's records due to incorrect SKU types used for renewal, or previous entitlement mismanagement resulting in incorrect or duplicate software license counts.

- Solution: When such cases are discovered by Symantec, the Customer is informed and Symantec works with the Customer to confirm the accurate license count. A request for entitlement correction entitled "Retire historically duplicated entitlement", along with appropriate supporting information must be sent to Symantec for processing.



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Process Overview

1. Contact Symantec Customer Care or your Account Representative to formally inform us of your requirement to retire your software licenses. Alternatively complete the attached License Removal & Retirement Authorization Form (Appendix A) per the instructions below.
2. Complete and sign the License Removal & Retirement Authorization Form (Appendix A). By signing this form, you are informing Symantec that as of the effective date, you certify the removal of the identified software licenses from your environment and the discontinued use of said software licenses, and you also authorize Symantec to retire these licenses in perpetuity. You lose all future rights to these software licenses and from the effective date become liable for Maintenance on the revised license quantity.
3. Return completed form and all required documentation to Symantec at the relevant email address below:
 - Americas (AMS) Data_Management-AMS@symantec.com
 - Europe, Middle East & Africa (EMEA) Data_Management-EMEA@symantec.com
 - Asia Pacific (APAC) Data_Management-APAC@symantec.com
 - Japan Data_Management-Japan@symantec.com
4. Symantec will adjust your entitlement to the revised software license quantity:
 - If you are retiring ALL of your software licenses, Symantec will confirm completion of the transaction by email.
 - If you are retiring a portion of your software licenses, you will receive a revised Entitlement Confirmation reflecting the new quantity. All correspondence relating to your Maintenance obligation going forward (e.g. renewal notifications, quotations, Version Upgrade notifications, etc.) will reflect the revised quantity.

Exceptions

Software license retirement arising from license assignment transactions where a Customer wishes to assign their Symantec software licenses to another entity as part of a legal transaction is not covered by this policy. Refer to the Symantec [License Assignment Policy](#).

Compliance

- The Customer is responsible for compliance with the applicable [legal terms and conditions](#) for its Symantec Software Product, and associated management of its Software Licenses and Maintenance entitlements for that product on an ongoing basis.
 - Applicable to all scenarios and at all stages during and after the license retirement process, the Customer continues to be subject to the applicable legal terms and conditions. Where a revision to the Customer's license count has been agreed, the Customer is required to operate and manage its revised software licenses and Maintenance in accordance with the agreed revised license count.
 - Symantec reserves its right to validate usage in the future for those Customers that choose to retire software licenses. Symantec will invoke its right to audit if it suspects or has information that indicates non-compliance with the applicable legal terms and conditions.
 - If the Customer is found to be using software licenses and Maintenance in excess of the revised software license count, or has insufficient Maintenance coverage compared to the revised software license count, then the Customer is required to resolve any non-compliance per this policy and/or the [License Compliance Policy](#).
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Appendix A

Software License Removal & Retirement Authorization Form



Software License Removal & Retirement Authorization Form

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Purpose

This form is intended to facilitate a Customer request or Symantec requirement to remove and retire those Symantec software licenses listed below and/or attached to this form (if additional space is required, please attach separate pages to this form), according to Symantec's License Retirement Policy.

Instructions

- Please provide the requested information below, sign the form in the space indicated and return by email to:

Region	Email
Americas (AMS)	Data_Management-AMS@symantec.com
Europe, Middle East & Africa (EMEA)	Data_Management-EMEA@symantec.com
Asia Pacific (APAC)	Data_Management-APAC@symantec.com
Japan	Data_Management-Japan@symantec.com

- Effective as of the date of the signature below ("Effective Date"), You, the Customer, hereby affirmatively confirm the removal from Your computing environment (and any other location where the subject licenses may be located) and acknowledge that You are no longer entitled to use the licenses listed below and/or attached to this form and authorize Symantec to retire the stated licenses from Your installed base records.
- By signing this form, You certify that You have authority to sign this form on behalf of Your organization or company.

CUSTOMER INFORMATION

Customer (Company) Name	
Customer Contact Name	
Customer Contact Title	
Customer Contact Phone Number	
Customer Contact E-mail Address	

I, the undersigned, am an authorized representative or officer of _____ (the "Company"), and hereby request Symantec to indefinitely retire the software licenses indicated below. I furthermore certify that Company will remove said licenses from its computing environment and confirm that go-forward usage of the Software Product and associated Maintenance will be in accordance with the terms of the License Agreement for the revised license quantity.



Software License Removal & Retirement Authorization Form

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REMOVED SOFTWARE LICENSE INFORMATION

Complete the information below. If additional space is needed, please provide the required information on a separate page referencing this License Removal & Retirement Authorization Form and attach it.

Product Name	Serial Number	Quantity Removed/ To be Retired	Reason for license retirement request

CUSTOMER SIGNATURE

Company Name:

Authorized Signatory Name:

Authorized Signatory Title:

Effective Date:

Compliance

You are reminded that use of Symantec products and services is pursuant to Your Signed Agreement or if You do not have a Signed Agreement, then the applicable Product License Agreement published at: <https://www.symantec.com/content/symantec/english/en/about/legal/repository> and Symantec's License Compliance Policy at <https://www.symantec.com/support-center/licensing-information>.