

# SymEd Promotional Bundles

## Service Description

April 2017



### Service Overview

SymEd is a promotion available only for Academic Institutions in the United States, and is designed to provide simple, flexible, and cost efficient solutions (“**Services**”). SymEd consists of four (4) solution bundles that are licensed by an FTE calculation:

#### ***SymEd Secure Bundle***

- Protection Suite, Enterprise Edition
- Ghost Solution Suite

#### ***SymEd Secure Plus Bundle***

- Protection Suite, Enterprise Edition
- Deployment Solution for Clients
- Ghost Solution Suite

#### ***SymEd Advanced Bundle***

- Protection Suite, Enterprise Edition
- Client Management Suite
- Ghost Solution Suite

#### ***SymEd Total Management Bundle***

- Protection Suite, Enterprise Edition
- IT Management Suite
- Ghost Solution Suite

**This Service Description, with any attachments included by reference, is part of: (i) any signed agreement between Symantec and Customer that is intended to govern this Service Description; or (ii) if no such signed agreement exists, the End User License Agreement (EULA) that accompanies each of the software products included in the applicable bundle.**

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### HOW SYMED WORKS

#### Service Features

- Customer can purchase subscription-based software licenses that are bundled with Essential Support (24x7).
- A fee for SymEd subscription licenses is based on the Count.
  - This will cover deployment across any Customer-owned machines so long as they are not provided to an individual student.
  - Calculation for Faculty/Staff FTE to determine the Count is set forth below.

#### Faculty/Staff FTE:

- Full-time faculty (= to 1 FTE)
- Part-time faculty (= 1/3 of an FTE)
- Full-time staff (= to 1 FTE)
- Part-time staff (= to 1/2 of an FTE)

#### Customer Use and Responsibilities

Customer may use the Services only in accordance with the use meter or model under which Customer has obtained use of the Services: (i) as indicated in the applicable Subscription Instrument; and (ii) as defined in this Service Description or the Agreement.

- Customer must be an Academic Institutions in the United States. Customer's location is established by Customer's address listed on the Subscription Instrument. Customer with multiple locations (e.g., a school district or university with several sites) may use the Services across such locations within the United States.
- Customer's use of the Services must not exceed the licenses purchased based on the Count.
- Services must be purchased and renewed only as a bundle, and Subscription Software included in the bundles may not be purchased or renewed individually.

#### Assistance and Technical Support

SymEd subscription licenses are bundled with Essential Support:

- 24x7 access to expert problem resolution from Symantec global technical support delivery team
- Regular updates and upgrades to keep your systems and products current.
- For additional information visit the Essential Support web site: [http://www.symantec.com/products-solutions/services/detail.jsp?pcid=support\\_services&pvid=svc\\_essential\\_support](http://www.symantec.com/products-solutions/services/detail.jsp?pcid=support_services&pvid=svc_essential_support)

### SERVICE-SPECIFIC TERMS

#### Service Conditions

- Symantec may update this Service Description at any time without notice. However, any changes will not affect Customer until Customer's next Subscription Period.

#### DEFINITIONS

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Service Description, have the meaning given below:

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**“Academic Institution”** means a government-approved public or private school, vocational school, correspondence school, junior college, university, scientific institution, or technical institution that maintains full-time curriculum, including the district regional and state administrative offices, all as defined by Symantec in its sole discretion.

**“Count”** means, for an Academic Institution, its Faculty/Staff FTE, and for server-based Symantec Products, the number of eligible servers.

**“Customer”** means the entity named in the Subscription Instrument that is purchasing SymEd license(s).

**“End User License Agreement (EULA)”** means the terms and conditions accompanying Software (defined below).

**“Essential Support”** means a support plan as described in this Service Description.

**“Faculty/Staff FTE”** means the number of full-time and part-time faculty and staff employed by an Academic Institution, based on the calculation set forth in this Service Description.

**“FTE”** means full-time equivalent for purposes of establishing Count.

**“Software”** means each Symantec or licensor software program, in object code format, licensed to Customer by Symantec and governed by the terms of the accompanying EULA, or this Service Description, as applicable, including without limitation new releases or updates as provided hereunder.

**“Subscription Instrument”** means one or more of the following applicable documents which further defines Customer’s rights and obligation related to the Services: a Symantec certificate or a similar document issued by Symantec, or a written agreement between Customer and Symantec, that accompanies, precedes or follows the Services.

**“Subscription Period”** means the period of time during which Customer is authorized to use the Subscription Software and related Essential Support, as indicated on the applicable Subscription Instrument.

**“Subscription Software”** means Software licensed on a non-perpetual (term-limited) basis, as set forth in the applicable Subscription Instrument.

### END OF SERVICE DESCRIPTION

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