



Maintenance Policy Handbook

Global

Guiding Principles

[Maintenance](#) is designed to protect and maximize a Customer's investment in Symantec products. This Policy Handbook sets forth guidelines for doing business with Symantec and describes Symantec's policies relating to the new purchase and renewal of entry-level Maintenance offerings for Symantec products as follows:

- On-premises software (perpetually licensed and subscription)
- Hardware

The term "Maintenance" refers to the deliverables of Symantec's entry-level Maintenance offerings for Software and Hardware products.

All policies referred to herein are applicable globally, and to all Symantec's Enterprise and Small Business Customers. Where necessary, policy variations are indicated according to how Symantec products are licensed and deployed.

Customers with questions related to any aspect of Symantec's policies should contact their reseller, Symantec Sales Representative or [Symantec Customer Care](#).

Policies documented in this document take precedence over the same policies documented elsewhere. Symantec reserves the right to amend this Policy Handbook periodically.

Not in Scope

This policy does not apply to:

- Symantec's Consumer Security Products (formerly Norton)
- Online Services (any Symantec branded solution delivered over the Internet and/or hosted or managed by Symantec and made available via a network). Information relating to the purchase and renewal of Online Services is available in Appendix I.
- Software products acquired by Symantec pursuant to an acquisition of a company or product line (each, a Merger & Acquisition company) are not included until such time as the products from such Merger & Acquisition are designated by Symantec to be covered by this policy by offering Symantec's standard Maintenance/Support offerings for such products.



Maintenance Policy Handbook

Global

Table of Contents

MAINTENANCE OFFERINGS	3
ENTRY-LEVEL OFFERINGS	3
SECURE ONE SERVICES.....	4
PREMIUM SUPPORT	4
ACCESS TO MAINTENANCE BENEFITS.....	5
MID-TERM CHANGES TO MAINTENANCE OFFERINGS/LEVELS	5
END OF LIFE & MAINTENANCE POLICY	6
GENERAL PURCHASE CONDITIONS	6
MINIMUM TERM.....	6
MAXIMUM TERM	6
START DATE	6
DELAYED START DATE.....	6
END DATE (EXPIRATION DATE).....	6
PRICING.....	7
NOTIFICATION.....	7
QUOTING.....	7
DISCOUNTING	7
EARLY RENEWALS	7
LATE RENEWALS	8
LAPSED MAINTENANCE	8
UPGRADE PURCHASES	8
ADD-ON PURCHASES	8
INITIAL MAINTENANCE PURCHASE TERMS	9
RENEWAL MAINTENANCE PURCHASE TERMS	9
ORDER RETURNS	11
ENTITLEMENT MANAGEMENT	11
HARDWARE-SPECIFIC POLICIES & INFORMATION	11
CUSTOMER COMPLIANCE	12
APPENDIX I	15
PURCHASE & RENEWAL OF ONLINE SERVICES SUBSCRIPTIONS	15



Maintenance Policy Handbook

Global

Policy

Maintenance Offerings

This section describes Symantec's Maintenance offerings and the policies related to accessing and using these offerings.

Entry-level Offerings

Symantec provides a range of entry-level Maintenance offerings for its software and hardware products:

On-premises Software Products (Perpetually Licensed & Subscription)

Symantec's entry-level offering, [Essential Support](#) includes the following deliverables as standard for the Maintenance or Subscription term:

- Security Content Updates (for products that require such updates)
- Version Upgrades
- Product updates (patches, enhancements, fixes)
- 24X7 technical support by phone and online
- Online resources – [MySymantec](#) (first time users will need to create an [account](#)), Symantec [knowledge base](#), [eLibrary](#), [Connect](#)

Maintenance is mandatory for all new Software Product purchases.

Maintenance is required on an ongoing basis and must be renewed for certain Software Products that require Content Updates to function optimally in real time. [View products that require content.](#)

Maintenance must be purchased and renewed on a per-license basis meaning that every perpetual software license must have a corresponding Maintenance purchase.

Maintenance purchased or renewed for one product title cannot be used to support a different product title.

Maintenance offerings and levels cannot be mixed for the same product title at the same Customer location.

Hardware

Symantec's entry-level [Hardware Support](#) provides a comprehensive set of support options designed to meet Customer hardware needs. All options (**Standard**, **Standard Plus**, **Advanced**, **Premium Plus** and **Software Support**) include the following:

- 24x7 technical support by phone and online
- Online resources – [MySymantec](#) (first time users will need to create an [account](#)), Symantec [knowledge base](#), [eLibrary](#), [Connect](#)
- Major, minor and maintenance releases of operating system software
- Hardware replacement services per the purchased Hardware Support option:
 - **Standard:** Return to Factory (RTF)
 - **Standard Plus:** Same Day Shipment (SDS)
 - **Advanced:** Next Business Day Arrival (NBD)
 - **Premium Plus:** 4 Hour Arrival, 7 Days a Week (24x7x4hrs)



Maintenance Policy Handbook

Global

A corresponding Hardware Support option must be ordered at time of product purchase. Hardware Support options can be purchased using the desired Service Level SKU.

Symantec requires that equipment of the same product type located at a Customer site, and operating under the same operational requirements, (e.g., equipment in production, equipment in a lab/test environment, etc.), is covered under the same Hardware Support level. The level of support being renewed must match the original support contracted.

For equipment where the Hardware Support level already in place at a Customer site is not offered as an available option, the available support option closest to the level already under contract must be chosen. All Hardware Support options are not available for all equipment. Refer to [Option Availability by Product](#). Symantec will only provide support for hardware product(s) under a Hardware Support contract or covered under warranty, as identified by the Serial Number.

Secure One Services

For certain Symantec products, Customers may choose to avail of entry-level Maintenance offerings from authorized Symantec Partners and not directly from Symantec. The Secure One Services Partner Program allows partners with an existing technical support infrastructure and service business model to team up with Symantec's Global Support Centers (GSCs) to offer post-sales technical support to end user Customers (End Users). Such providers must be certified by Symantec to be continuing members of this program.

Secure One Services providers sign support contracts with their End Users to provide frontline support, and a corresponding backline support contract (Level 3 Support) with Symantec.

For more information on Symantec's Secure One Services Program, visit <https://www.symantec.com/partners/programs/secure-one> or contact your Symantec Representative.

Premium Support

For Customers who require a more advanced level of support, Symantec provides Premium Support that focuses on timely, accurate issue resolution by placing a product family expert at the center of the Customer's tailored support experience:

- **Technical Account Manager (TAM):** For a specific product family, the TAM provides technical support, manages escalations, delivers case and system reviews, oversees environmental health checks, and provides proactive services like upgrade planning and feature optimization.
- **Customer Success Manager (Premium Support CSM):** Some Customers may benefit from a CSM in addition to (or instead of) a Technical Account Manager. The CSM does not provide technical support directly for one family of products like a TAM, but rather coordinates a superior level of support across the Symantec enterprise product portfolio. Customer calls to technical support benefit from priority handling and the CSM manages escalations as necessary.

Important Note: Premium Support is offered as an add-on to existing entry-level Maintenance (such as Essential Support or any Hardware Support option). In order to receive Premium Support services for a



Maintenance Policy Handbook

Global

product family, Customers must have valid Maintenance coverage for all software and hardware titles in that product family. Premium support is not a substitution for entry-level Maintenance. Therefore, every Customer with Premium Support will have both an entry-level Maintenance entitlement and a Premium Support entitlement on each product record; each with its own entitlement terms.

Wherever possible, it is recommended that the premium support offering term is co-termed with the underlying entry-level Maintenance term.

Access to Maintenance Benefits

Customers must have current Maintenance in order to access Maintenance benefits including Content Updates, Software Version Upgrades and Technical Support, both by phone and online ; and in the case of hardware, hardware replacement/repair and Operating System upgrades.

If renewal is not completed prior to expiration, Customers have no further entitlement to, and may not access any Maintenance deliverables beyond the expiration date of the Maintenance or Subscription term.

Customers are reminded that use of Symantec products and services is pursuant to any Signed Agreement or if no Signed Agreement, then the applicable Product License Agreement published at <https://www.symantec.com/content/symantec/english/en/about/legal/repository> and Symantec's Compliance Policy at <https://www.symantec.com/support-center/licensing-information>.

View related [policies](#) and [Technical Support documentation](#).

Mid-term changes to Maintenance Offerings/Levels

- Customers may upgrade (from Essential Support to Premium Support for software; or for hardware, from a lower level Hardware Support option to a higher level Hardware Support option, and to Premium Support) at any time during the current Maintenance term.
- Upgrades to premium support offerings are supported per the following requirements:
 - Customers must have a current entry-level Maintenance offering (if underlying Maintenance has lapsed the upgrade may not take place until the lapsed Maintenance situation is rectified and Maintenance has been renewed).
 - Customers must be current on all invoices
 - Minimum purchase requirement of at least 12 months for the new offering
- Symantec will not provide refunds in relation to any mid-term Maintenance offering upgrades (applies to both entry-level and premium offerings).
- Downgrades are not allowed during the Maintenance term. Customers must wait until renewal to downgrade Maintenance offerings (applies to both entry-level and premium offerings).
- Customers on Symantec direct support contracts may not switch to a Secure One Services support contract until the end of the current support term or at renewal time.



Maintenance Policy Handbook

Global

End of Life & Maintenance Policy

A maximum single purchase of 60 months allowed, but this timeframe is subject to and must be within Symantec's End of Life Policy for the associated Product. View Symantec's End of Life Policies for software and hardware products on Symantec's [Policy](#) webpage.

General Purchase Conditions

This section deals with the purchase of new and renewal Maintenance and associated policies.

Minimum Term

Minimum 12 month Maintenance term required (unless product is due to End of Life within the 12 month term). Renewal terms of less than 12 months may be subject to a short-term renewal fee.

Maximum Term

Maximum of 60 months. This timeframe is subject to and must be within Symantec's End of Life Policy for the associated product

Start Date

On-premises Software Products (Perpetually Licensed & Subscription)

The Maintenance/Subscription start date is as defined in the Order Confirmation (usually the order fulfillment date). For renewals, the start date is the day after the previous Maintenance/ Subscription expiration date.

Hardware

- All standard new Hardware Support contracts start at hardware shipment/fulfillment date. An additional 30 day term is provided to accommodate delays due to shipping, handling or customs. **This applies to hardware new purchases only.**
- For subscription products, the support start date is the order fulfillment date.

Delayed Start Date

On-premises Software Products (Perpetually Licensed & Subscription)

Specific future start date requests are not allowed.

Hardware

Delayed or staggered contract start dates are not allowed for new support contracts.

End Date (Expiration Date)

The Maintenance/Subscription end date is defined in the Order Confirmation (typically 12 months after the Maintenance/Subscription start date).



Maintenance Policy Handbook

Global

Pricing

- Pricing for Enterprise and Small Business Customers is per Symantec standard buying terms and conditions.
- Qualifying Government and Academic Customer pricing is per specific SKUs.

Symantec reserves the right to increase its global MSRP pricing annually, without notice, with minimum increases based on the U.S. Consumer Price Index (CPI) unless otherwise contractually agreed. This applies to both new and renewal purchases for all Symantec products and services, including but not limited to, perpetually licensed and subscription Software Products; Online Services; Consulting Services & Hardware.

Notification

Symantec works with its Channel partners and utilizes various methods to alert Customers to impending renewals including email notifications and console alerts. Notification methods and cadence vary according to region and Customer segment. Several of Symantec's Software Products issue automatic alerts from the product's management console.

Quoting

- **New Purchases:** Quotes issued by Symantec for the new purchase of Symantec products that include corresponding Maintenance are valid until the expiration date indicated on the quote.
- **Renewals:** Within 90 days prior to expiry of existing Maintenance, renewal quotations will be provided to Direct Customers and Channel partners as appropriate by Symantec. Renewal quotes are valid until the expiration date indicated on the quote.

For uninterrupted Maintenance coverage, the renewal Purchase Order must be received at Symantec prior to the Maintenance expiration date. If a renewal is not completed prior to the Maintenance expiration date, Customers will be denied access to all Maintenance benefits including technical support and will be subject to late renewal reinstatement fees. See [Reinstatement Section](#) in this document.

Discounting

Symantec is not under any obligation to provide additional discounting over and above the standard applicable volume and class of trade discounts.

Discounts do not carry forward to future renewal pricing. There is no entitlement to previous discount levels received unless contractually agreed.

Early Renewals

A Customer can elect to renew Maintenance for Software Products any time prior to the Maintenance expiration date. The new Maintenance start date will be the day after the original Maintenance expiration date as indicated in the Customer's Order Confirmation.



Maintenance Policy Handbook

Global

Late Renewals

A late renewal order is any renewal order that is received and booked after the Maintenance expiration date. Late renewals will be backdated to expiration date and are subject to Reinstatement Fees. See [Reinstatement Section](#) in this document.

Lapsed Maintenance

Maintenance must be continuous with no gap from the previous expiration date. Lapsed Maintenance must be brought current on the last contracted Maintenance level per Symantec's reinstatement requirements. See [Reinstatement Section](#) in this document. Go-forward Maintenance (minimum 12 month term) may be purchased at any level. Maintenance that has lapsed for more than 6 months may be reinstated at the sole discretion of Symantec.

In the case of hardware products, reinstatement will be subject to Product Inspection to determine whether the Product is in good operating condition. The fees associated with the Product Inspection are non-refundable. Symantec reserves the right to require proof of product's full functionality and operational status prior to reinstatement of a lapsed contract. Additionally, Symantec reserves the right not to renew or reinstate a product which has been used outside the published operating environment conditions, or has been misused.

Upgrade Purchases

For certain software and hardware product lines, Customers may upgrade from their existing product to an approved more fully featured product or a product with higher capacity. Such transactions are handled with specific SKU types.

Note: Perpetual software product Customers with current Maintenance are entitled to (version) upgrade to the latest version of their existing product at no extra cost once new versions become available. Visit [Software Upgrades](#) for more information.

Add-On Purchases

Customers may purchase add-on services or features (such as content-updating services) to an existing base product, provided that the target base product has current Maintenance. Lapsed or expired Maintenance must be brought current per Symantec's [reinstatement policy](#) prior to any add-on services being purchased.



Maintenance Policy Handbook

Global

Initial Maintenance Purchase Terms

Policy	On-premises Perpetually Licensed Software Products	On-Premises Subscription Software Products	Hardware
Purchase requirement	Maintenance is mandatory for new purchases of <u>all</u> Symantec Software Products. No exceptions.	N/A. Maintenance is already included in the subscription offering.	Maintenance may be purchased separately however, Maintenance purchased at a later date must include all back-dated Maintenance and will be subject to reinstatement fees.
Coverage	Full coverage: the quantity of Maintenance purchased must equal the aggregate quantity of Software Product licenses.	N/A	The support contract quantity purchased must equal the number of users per hardware units purchased.
Co-termining	For Enterprise products, Maintenance for a new Symantec Software Product purchase may be co-termined with the Maintenance end date of a different Symantec Software Product. Co-termination requests are at Symantec's discretion and are subject to co-termination rules, geographical/contractual deployment rights and End of Life rules.	Co-termination of on-premises subscriptions is subject to Symantec's co-termination rules, geographical/contractual deployment rights and End of Life rules. Requests will be reviewed and approved at Symantec's discretion.	Customers wishing to purchase new support contracts with an expiration date to match an existing contract may do so by pro-rating the period to the end of the current contract. Co-termining is not permitted where the Customer wishes to downgrade their support levels and not all support contracts expire at the same time.

Renewal Maintenance Purchase Terms

Policy	On-premises Perpetually Licensed Software Products	On-premises Subscription Software Products	Hardware
Purchase requirement	Maintenance renewals for Symantec Software Products that require Content Updates <u>is mandatory</u> . View products here .	For uninterrupted access to product functionality and Maintenance deliverables, on-premises Subscriptions must be renewed prior to expiry.	Hardware Support contracts must be continuous with no gap from the previous expiration date.
Coverage	Partial Maintenance renewals are not allowed for <u>any</u> product. The quantity of Maintenance being renewed must always match the aggregate quantity of software licenses for the Software Product in question. If a Customer wishes to renew less then they will need to retire the relevant quantity of	Partial Maintenance subscription renewals for on-premises software products are not allowed for any product.	Customer must prove that they are no longer using hardware appliances if they wish to reduce the number of hardware appliances being supported.



Maintenance Policy Handbook

Global

Policy	On-premises Perpetually Licensed Software Products	On-premises Subscription Software Products	Hardware
	software licenses (see License Retirement below).		
Co-termining	<p>For Enterprise products being renewed, co-termination of Maintenance expiration dates so that Customers have a single annual renewal event is recommended but is not required. Renewals are always co-terminated to the contract with the latest expiration date.</p> <p>Co-termination requests are at Symantec's discretion and are subject to co-termination rules, geographical/contractual deployment rights and End of Life rules.</p>	Co-termination of on-premises subscriptions is subject to Symantec's co-termination rules. Requests will be reviewed and approved at Symantec's discretion.	<p>For renewals, Customers may co-terminate existing assets on disparate contracts, but on the same support level to the last (latest) common expiration date.</p> <p>Co-termining is not permitted where the Customer wishes to downgrade their support levels and not all support contracts expire/term at the same time.</p>
Reinstatement	<p>Symantec reserves the right to levy additional fees in the event a Customer has allowed its Maintenance to lapse beyond the Maintenance expiration date, but later wishes to reinstate Maintenance.</p> <p>Back-dated Maintenance and fees are reflected on renewal quotes. Along with rectifying lapsed Maintenance fees owing, a minimum go-forward purchase of 12 months is also required.</p>	<p>Symantec reserves the right to levy additional fees in the event a Customer has allowed its Subscription to lapse beyond the Subscription expiration date, but later wishes to reinstate the Subscription.</p> <p>Back-dated Subscriptions and fees are reflected on renewal quotes. Along with rectifying lapsed Subscription fees owing, a minimum go-forward purchase of 12 months is also required.</p>	<p>If the Customer wishes to reinstate a Hardware Support contract after expiration or non-renewal on a timely basis of a prior support term, or if the Customer fails to purchase support at the time of Product purchase, the following reinstatement policy applies:</p> <ul style="list-style-type: none"> • Late renewal orders will be backdated to the date of previous Maintenance expiration date. • Reinstatement fees will be applied to backdated period. <p>A minimum go-forward purchase of 12 months is also required.</p>



Maintenance Policy Handbook

Global

Order Returns

Symantec does not accept returns of any product or service order once a transaction is complete (note that this policy is separate to returns of any product under hardware warranty – see [Hardware section](#) below).

Entitlement Management

This section deals with entitlement management including the transfer of rights to alternative products and entities; retiring entitlements and correcting entitlement records.

- **Entitlement Management:** Customers may request to transfer rights from one product to another where approved migration paths exist (product transfer); and from one entity to another, or from one location to another (product rights assignment). Customers should contact [Symantec](#) to discuss such requirements. All such transactions require specific documentation to be submitted which will be reviewed and approved at Symantec’s discretion. View Symantec’s [Entitlement Management policies](#).
- **License Retirement:** Customers required to retire software licenses must contact [Symantec Customer Care](#) and formally submit their request and reasons in writing. Once approved, Symantec will retire said licenses indefinitely and update Customer records accordingly. View Symantec’s [License Retirement Policy](#).
- **Entitlement Correction:** Customers wishing to correct their entitlement records should contact [Symantec Customer Care](#).

Hardware-specific Policies & Information

Hardware Warranty & RMA: Symantec provides RMA (Returned Merchandise Authorization) hardware exchanges to those Customers with a valid product entitlement under warranty or an active support contract (Advance Hardware Exchange is available for Customers with Hardware Support levels of Standard Plus and higher). Symantec also enables its Customers to retain hard disks.

Read Symantec’s Hardware Warranty and refer to hardware replacement information including RMA and Hard Disk Drive handling processes at <https://www.symantec.com/support-center/policies>.

Refer to the following knowledgebase articles:

- Hardware Warranty Information at: <http://www.symantec.com/docs/TECH247478>
- RMA Information & How To at: <http://www.symantec.com/docs/TECH247480>
- Hard Disk Drive Handling: Information & How To at: <http://www.symantec.com/docs/TECH247479>

Gray Market Equipment: Symantec provides support for equipment purchased through the official Symantec Channel only. Refer to [Symantec’s Policy webpage](#) for more information.

Recycling: Symantec is committed to recycling and the environment. Refer to [Symantec’s Policy webpage](#) for more information.



Maintenance Policy Handbook

Global

Compliance

Customer Compliance

Use of Symantec’s products and services is governed by the Customer’s signed agreement or the applicable terms of use located at: <https://www.symantec.com/about/legal/repository> and per Symantec’s [Customer Compliance Policy](#).

It is the Customer’s responsibility to manage Symantec Product licenses and Maintenance on an ongoing basis, and to be compliant with all terms of the End User License Agreement. Note:

- Software usage is limited to the aggregate purchased software license quantity.
- Maintenance coverage is required for all new software license purchases.
- Maintenance coverage is required for the aggregate software license quantity.
- Continuous Maintenance coverage for security products is mandatory.
- Hardware support contract quantity must equal the number of users per hardware units purchased.

Non-compliance must be corrected per Symantec’s Compliance Policy. For more information on licensing and compliance, visit <https://www.symantec.com/support-center/licensing-information>.

Symantec reserves the right to review/audit the Customer’s use and deployment of Symantec Products and corresponding Maintenance.

Definitions

Terms	Definitions
Content Updates	“ Content Updates ” means content, which may be provided from time to time, used by certain Symantec products and/or services to maintain the efficacy of the product, including but not limited to: updated anti-spyware definitions for anti-spyware products; updated antispam rules for antispam products; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and anti-phishing products; updated firewall rules for firewall products; updated intrusion detection data for intrusion detection products; updated lists of authenticated web pages for website authentication products; updated policy compliance rules for policy compliance products; and updated vulnerability signatures for vulnerability assessment products. Content Updates may include content produced by the Licensed Software based on Your use of the Licensed Software.
Co-Termination	Process of aligning multiple Maintenance end dates to a single common end date thereby enabling easier renewal management.
End Date (Expiration Date)	The date, indicated on the Customer’s Order Confirmation on which the Customer’s Maintenance term expires.



Maintenance Policy Handbook

Global

Terms	Definitions
End of Life (EOL)	The beginning of the process of wind down of distribution and support and other services for a release of Symantec product issued prior to the current shipping version.
Essential Support	Entry-level Symantec Maintenance offering for software products that provides access to Content Updates, Product Updates, Software Version Upgrades and 24x7 Technical Support.
Hardware Support	Entry-level Symantec Maintenance offerings for hardware products that provide access to 24x7 technical support, major, minor and maintenance releases of operating system software and hardware replacement services (per purchased Hardware Support option).
Maintenance	The commercially-available entry-level Maintenance offerings for both software and hardware products, provided by Symantec for a specific level and duration in accordance with Symantec's then-current Maintenance policies and processes. Maintenance that relates to the initial purchase is referred to as "Initial Maintenance Term." Maintenance that is renewed after Initial Maintenance expires is referred to as "Renewal Term." The term duration is defined by the Maintenance Start and End Dates as laid out in the Customer's Order Confirmation. Maintenance must be renewed prior to expiry (the End Date) for continued access to Maintenance benefits.
Online Services	Any Symantec branded solution delivered over the Internet and/or hosted or managed by Symantec and made available via a network including any "Service Component(s)" which means certain enabling software, hardware peripherals and associated documentation which may be separately provided by Symantec as an incidental part of an Online Service.
Order Confirmation	One or more of the following applicable documents which further defines the Customer's license rights to the Licensed Software and access to Maintenance, including, but not limited to: a Symantec license or Maintenance certificate or a similar confirmation document issued by Symantec, or a written agreement between the Customer and Symantec, validation through an entitlement portal, an authorized Symantec email confirmation, or an order confirmation receipt.
Perpetual License	A method of software licensing where the purchased software license provides the Customer with perpetual rights to the version of the Software Product available on the date of purchase, and for the Use Level stated in the Customer's Order Confirmation. Corresponding Maintenance is purchased on a fixed term basis.
Reinstatement Fee	A fee applied to reinstate Maintenance when the Maintenance has expired or lapsed beyond the expiration date.
Renewal	To extend the Maintenance/Subscription term after the Initial or previous Renewal or Subscription Term has expired.
Renewal Quote	A formal pricing document stating a quoted price for a specific period of time for a Maintenance offering.
RMA	Return Material Authorization



Maintenance Policy Handbook

Global

Terms	Definitions
Secure One Services	Secure One Services enable Symantec designated partners to provide Symantec certified technical support to end users. The former Blue Touch Support Partner program is now part of Secure One Services.
SKU	Stock Keeping Unit; Part Number.
(Software) Version Upgrade	A subsequent release of Licensed Software that Symantec makes generally available to Customers with current Maintenance. Software Version Upgrades may include Documentation revisions, error corrections and enhancements, Maintenance Packs, and Major Releases and Minor Releases, but will not include any option or future product which we license separately. Software Version Upgrades do not include "Content Updates."
Start Date	The date, indicated on the Customer's Order Confirmation on which the Customer's Maintenance term begins.
Subscription	A method of software licensing where the software license is purchased for a limited term defined by the Subscription Start and End Date. Subscriptions include Maintenance for the subscription term. Unlike the purchase of a perpetual license, Customers do not have the right to use the software beyond the End Date of the subscription. Symantec's Online Services are always sold on a subscription basis and certain Symantec on-premises Software Products are available to purchase as subscriptions.
Use Level	A quantity of licensed uses of the Licensed Software based on the license use meter and model (which may include operating system, hardware system, application or machine tier limitations, if applicable) by which Symantec measures, prices and licenses the right to use the Licensed Software and/or access to Maintenance. License use meter and model options are defined in the Product Use Rights Supplement.



Maintenance Policy Handbook

Global

APPENDIX I

Purchase & Renewal of Online Services Subscriptions

Symantec’s online services offerings provide Customers a flexible way to purchase subscription-based licenses. The following guidelines apply to the purchase of Symantec Online Services. Maintenance is a defined component of the Online Services subscription according to the [Online Service Terms and Conditions](#) and enables access to:

- 24X7 technical support
- Online resources – MySymantec, Symantec knowledge base, eLibrary, Connect

Policy	Details
Proof of Purchase	Subscriptions are renewed by Customer account.
Quotes	Quotes relating to Online Services subscriptions are valid for a period of 30 days.
Pricing	Symantec reserves the right to change its pricing at any time. Symantec may change its pricing for its Online Services by publishing, quoting or invoicing the Customer for the updated pricing and will aim to provide advance notice before such changes take effect, as outlined in the Online Services Terms & Conditions.
Term	The Subscription Term (the period of time for which a Subscription is valid) will start and end on the dates indicated on the Customer’s Order Confirmation. Specific future start date requests are not allowed.
Co-termining	For many Online Services, new subscription purchases are automatically co-termed. Where this is not the case, a Customer may request that the expiration date for the new subscription be aligned (or “co-termed”) with an existing subscription for a Symantec Online Service. While every attempt will be made to accommodate co-termination requests, all such requests will be reviewed by Symantec in the context of minimum purchase commitments for said Online Services, and will be subject to co-termination and product End of Life rules.
Min/Max Term	Minimum 12 month subscription term required. Subscription term will be pro-rated to the required number of days or periods other than one year. No maximum term but new purchase is subject to End of Life Policy for the associated Online Service.
Renewal	<p>Symantec and its resellers utilize various methods to alert Customers to impending subscription term expiration including email notifications and console alerts. For continued access to Symantec’s Online Services, subscriptions must be renewed prior to the end of the subscription term.</p> <p>The Customer has the following options for subscription renewals:</p> <ul style="list-style-type: none">• Automatic Renewal: Where the auto-renewal option is available for the Symantec Online Service, and the Customer has elected this option, then the Customer’s account will be invoiced automatically on the subscription renewal date, without further action by the Customer. This option ensures continuous access to the Symantec Online Service.<ul style="list-style-type: none">○ Automatic Renewal Opt Out: For subscriptions that automatically renew, the Customer may opt out of the automatic renewal option at any time by either contacting its reseller, or Symantec at customer@symantec.com, or if



Maintenance Policy Handbook

Global

	<p>available, by deselecting the opt-out button in the Online Service console. In the event that the Customer chooses to opt out of the Automatic Renewal Option, then the subscription must be manually renewed for continued access to the Symantec online product or service.</p> <ul style="list-style-type: none">• Manual Renewal: Where the Customer's Order Confirmation does not indicate auto-renewal, then the Customer must contact Symantec or its reseller prior to the subscription term expiration date to place a subscription renewal order for continued access to the Symantec Online Service beyond the end of the subscription term.
Late Renewals	Symantec's Online Services and technical support may be accessed during the Subscription Term only. If the Subscription is not renewed, the Customer will lose access to the Online Service including access to technical support and may lose loyalty benefits including discounted pricing (if such benefits were outlined as part of the original purchase transaction). Symantec reserves the right to de-provision the Customer's account, and may require account reactivation fees.
End of Life	The purchase of an Online Services subscription is subject to End of Life Policy for the associated Online Service.
Changes	A Customer may make changes to its subscription at any time by contacting its reseller or Symantec. Subscription changes are subject to the Customer's subscription payment method (billed up front or billed in arrears). Changes to subscription meter amounts are outlined in the Online Services Terms & Conditions .
Cancellation or Termination	A Customer may cancel its subscription during the subscription term in accordance with the termination provisions of the Online Services Terms & Conditions. Unless the Customer purchases subscriptions that auto-renew, no credits or refunds will be issued for subscriptions cancelled after 60 days of purchase with a credit card.
Refunds	If a payment is made by credit card, a Customer may request a refund by contacting Symantec within 60 days of the credit card purchase.
Credit Requests	Where relevant, and in accordance with the Service Level Agreement for the Online Service, a Customer may submit a Credit Request within the timeframe specified in the applicable Service Description. All such requests received will be subject to verification by Symantec in accordance with the applicable Service Description.

Compliance

The use of Online Services must be in accordance with the Online Services Terms & Conditions, located at <https://www.symantec.com/about/legal/repository>. Symantec's Online Services, and technical support, may only be accessed during the subscription term.

Symantec reserves the right to immediately suspend its Online Services without compensation to the Customer of any kind for non-compliant usage.

Refer to the [Compliance Section](#) of this document for more information about compliance obligations.