



Compliance Policy

Global

Guiding Principles

Symantec's innovation and creativity allow us to maintain our position as one of the world's leading security software companies. Symantec has invested heavily in its products through development and acquisition and has a responsibility to protect the value of its Intellectual Property ("IP").

We want our Customers to benefit from their Symantec investment, and in turn expect that they pay for the right to use or access our products and services, including [Maintenance](#). Symantec grants our Customers the right to use our Software and access Maintenance through a standard or negotiated License Agreement, which includes the specific terms and conditions that govern the use of the Software and corresponding Maintenance, when available. Review your product License Agreement [here](#).

Unauthorized use of Symantec's IP, whether deliberate or unintentional, constitutes non-compliance with the terms of the License Agreement.

Policy

This policy outlines Customers' compliance obligations with regard to Symantec's Products, including Maintenance.

Software Licenses

Use of the Symantec Software Product, as set out in the Customer's License Agreement, shall be in the quantities and at the Use Levels acquired from Symantec. The Use Level means the quantity of licensed uses of the Licensed Software based on the license use meter and model (as defined in the relevant Product Use Rights Supplement) by which Symantec measures, prices and licenses the right to use the Licensed Software and/or access Maintenance. Use of the Software Product above the specified Use Level would be considered an over-deployment of Symantec Software Product license and a breach of the license grant.

Maintenance

- Maintenance purchased for the Licensed Software is subject to Symantec's then-current Maintenance and renewal [policies](#), including end of life policies.
- Maintenance is mandatory for initial purchases of all Symantec's Software Products.
- Maintenance is mandatory on an ongoing basis for Symantec Software Products that require [Content Updates](#). Maintenance for such products must be continuously renewed. If expired, Customers must not attempt to access Maintenance benefits. Symantec reserves the right to turn off delivery of Content Updates to any Customer who does not have current Maintenance.
- Maintenance must be purchased and renewed for the aggregate Use Level for the Licensed Software. Partial renewals are not permitted. Customers must submit in writing to Symantec, any request for a reduction in Maintenance renewal quantity.
- Access to Maintenance benefits is for the duration of the Maintenance term only.
- Access to Maintenance benefits is limited to the specific Licensed Software. Customers may not purchase Maintenance for a subset of Software Product licenses and then misuse that Maintenance



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to cover other unsupported Software Product licenses. Prohibited misuse includes calling Technical Support on an issue with unsupported Software Product licenses, using Content Updates without a valid Maintenance entitlement, or updating an unsupported Software Product license with a Maintenance update or new release.

- Maintenance offerings must be purchased on a per-Symantec Product basis (i.e. Maintenance offerings and levels of Maintenance cannot be mixed per Symantec Software Product at the same Customer location).
- Maintenance must be uninterrupted and renewed prior to the expiry date of the Maintenance term in order to continue to use the Maintenance benefits. Otherwise to purchase Maintenance, the customer will be required to pay applicable back-Maintenance and may be subject to additional costs according to Symantec's Maintenance and renewal policies.

Compliance

Symantec's License Compliance Program

In accordance with the terms of the License Agreement, Symantec reserves the right to audit its Customers (a "verification"). Verification may include the appointment of an independent third party to review the Customer's use and deployment of Symantec Software Products and Maintenance. Symantec takes misuse seriously and will proactively engage with Customers to ensure the use of the Symantec Software Product is in line with the Customer entitlements.

Once a verification has launched, it is important that Customers do not remove any installations or change any access to the Symantec Software Products. While Customers are free to continue making purchases of Symantec products, any purchases made between the commencement and conclusion of a verification will be considered for future use and not applied towards existing deployment.

Review your product License Agreement [here](#).

Should Customers have questions regarding the terms included in Symantec's License Agreements, assistance can be requested by contacting License_Compliance@Symantec.com.

Related Policies and Information

Visit [Symantec Policies](#) to access Maintenance, Renewals and End-of-Life policies.