



Business Critical Services

Service Description	Basic Maintenance	Essential Support	Business Critical Services		
			Advanced Access	Remote Product Specialist	Premier
Severity One Response Target Following Acknowledgement	Within 1 Business Hour	Within 30 minutes	Within 15 minutes	Within 15 minutes	Within 15 minutes
Telephone Access to Support Experts	8AM - 6PM during Regional Business Hours	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable Software Version Upgrades	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Designated Contacts	2 per Title of Software	6 per Title of Software	Unlimited per Product Family	6 per Product Family	Unlimited per Product Family
Direct Access to Advanced Line Technicians			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority Call Queuing			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Product Specialist				<input checked="" type="checkbox"/>	
Business Critical Account Manager (BCAM)			Option	Option	<input checked="" type="checkbox"/>
Access to a pool of Business Critical Engineers (BCE's)					<input checked="" type="checkbox"/>
Designated Resident/Remote Business Critical Engineer (BCE)			Option	Option	Option
Onsite Support (if selected)			Option	Option	<input checked="" type="checkbox"/>
Premier Points					<input checked="" type="checkbox"/>
Tailored Account Support Plan					<input checked="" type="checkbox"/>
Account Reviews				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Case History Reports				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Impact Alerts				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Business Critical Services

Symantec Education Skills Assessment			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Symantec Education Services Discounts			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Upgrade Support					Option
Disaster Recovery Testing Support					Option
Proactive Enhancement Services					<input checked="" type="checkbox"/>

*Essential Support is a prerequisite for purchasing any of the Business Critical Services offerings.

For more information

<http://go.symantec.com/bcs>

About Symantec

Symantec protects the world’s information and is the global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment—from the smallest mobile device to the enterprise data center to cloud-based systems. Our industry-leading expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at www.symantec.com or by connecting with Symantec at go.symantec.com/socialmedia.

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