

# Hardware Support: Onsite Technician

Symantec offers Onsite Technician services as an optional enhancement to its Advanced and Premium Plus hardware support options. The role of the Onsite Technician is to perform basic installation tasks.

## The qualified technician will:

- Remove existing appliance (from rack if necessary)
- Install replacement unit (rack and stack) to existing power and network points
- Power up replacement unit to operational state
- Configure unit with customer-provided IP address to return system to working state
- Establish connectivity

**Note:** *The Onsite Technician service does not include restoring configuration, recovery or transfer of any data to the new appliance, or any other custom configuration or network interface activities. These activities are the customer's sole responsibility and/or may be performed by the customer's Reseller Partner as agreed.*

## Customer's responsibility:

Provide a single point-of-contact to work with the Onsite Technician who is knowledgeable of the system's configuration and is authorized to make business decisions to accept the replacement system.

This customer's single point-of-contact is expected to:

- Accept delivery of replacement appliance or component
- Return the defective appliance or component to Symantec per the instructions attached provided with the replacement unit
- Return defective appliance within 10 business days of receipt of the replacement unit

View Symantec's hardware policies at <https://www.symantec.com/support-center/policies>

Contact your Symantec Sales Representative or authorized Symantec Reseller for more information about Onsite Technician Services.

## About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit [www.symantec.com](http://www.symantec.com) or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).