

Symantec™ Premium Support

Frequently Asked Questions

Q: What is Symantec™ Premium Support?

A: Symantec™ Premium Support focuses on timely, accurate issue resolution by placing a product family expert at the center of your tailored support experience. For a specific product family, this Technical Account Manager (TAM) will provide technical support, manage escalations, deliver case and system reviews, oversee environmental health checks, and provide proactive services like upgrade planning and feature optimization. Get the expertise you need to enhance your security posture with Symantec's premium technical support offerings.

Q: Why is Premium Support important?

A: Security expertise is hard to find and increasingly expensive. Market analysts predict a 1.8M global shortfall of information security professionals within 5 years. The threat environment, meanwhile, grows increasingly complex. It is increasingly difficult to maintain balance between security and business requirements.

Q: Who can benefit most from Premium Support?

A: Premium Support is designed to simplify the delivery of state-of-the-art services and solutions for Symantec™ enterprise customers:

- With unique or complicated environments
- With zero tolerance for downtime
- Who value trusted advisors to help minimize the risk of crippling financial and corporate repercussions
- Who want to get the most from their Symantec investment

Q: What are the key benefits of Symantec™ Premium Support?

A: Premium Support helps you secure your enterprise in today's challenging threat environment, providing:

- Partnership with a services expert focused on your business goals
- Access to specialized technical expertise when you need it
- Increased visibility to security trends in your environment
- Product optimization to get more out of your investment

Q: What are the features of Symantec™ Premium Support?

A: The following table summarizes the feature set:

Service Feature	Standard Technical Support	Premium Support TAM
Technical Account Manager (TAM)		
Priority escalation management		
Periodic, automated support case reports		
Quarterly/annual account reviews		
Product upgrade planning		
Priority access to experienced engineers		
Service level guidelines for initial technical response; high severity issues	30 minutes	15 minutes
24x7 technical support		
Product optimization services, featuring the Symantec Diagnostic Tool (SymDiag)		
Product upgrades, updates, patches, & security content (plus warranty coverage if applicable)		
Access to technical webinars		

Q: What Symantec products are covered by Premium Support?

A: Premium Support coverage is limited to a specific product family. The following product families are available, each listing the specific product titles included in the family:

- **Advanced Threat Protection (ATP)** – ATP: Email, ATP: Endpoint, ATP: Network
- **Cloud Access Security Broker** – CloudSOC, Cloud Access Security Broker (CASB)
- **Control Compliance Suite** – Assessment Manager, Control Compliance Suite, Enterprise Security Manager, Policy Manager, Protection Center, Standards Manager, Vendor Risk Manager
- **Data Loss Prevention** – Data Loss Prevention Cloud Prevent for Microsoft Office 365, Data Loss Prevention Cloud Service Connector, Data Loss Prevention Cloud Service for Discovery, Data Loss Prevention Cloud Service for Email, Data Loss Prevention Endpoint Discover, Data Loss Prevention Endpoint Prevent, Data Loss Prevention Enforce, Data Loss Prevention for Mobile, Data Loss Prevention for Tablets, Data Loss Prevention Network Discover, Data Loss Prevention Network Monitor, Data Loss Prevention Network Prevent for Email, Data Loss Prevention Network Prevent for Web, Data Loss Prevention Network Protect, Information Centric Tagging
- **Data Security** (formerly Critical System Protection) – Embedded Security: Critical System Protection, Critical System Protection Client Edition, Critical System Protection Monitoring Edition, Data Center Security Server, Data Center Security Advanced, Endpoint Protection for VDI
- **Encryption** – Drive Encryption (formally Whole Disk Encryption), Encryption Management Server (formally Universal Server), Endpoint Encryption Device Control, Endpoint Encryption Full Disk Edition, File Share Encryption (formerly NetShare), Gateway Email Encryption (formerly Universal Gateway Email), Key Management Server, Mobile Encryption for iOS, PGP Command Line, PGP Viewer for Android, Information Centric Encryption
- **Endpoint Management** – Asset Management Suite, Client Management Suite, Deployment Solution, Inventory Solution, IT Management Suite, Mobile Management, Patch Management Solution, Server Management Suite, ServiceDesk
- **Endpoint Protection** – Endpoint Protection, Endpoint Protection Mobile Edition, Endpoint Protection Small Business Edition, Protection Engine for Cloud Services, Protection Engine for Network Attached Storage, Protection for SharePoint Servers, ATP: Endpoint
- **Identity Authentication Services** – Authentication Service, Validation & ID Protection
- **Messaging Security** – Email Security.cloud, Mail Security for Microsoft Exchange, Messaging Gateway for Service Provider, Messaging Gateway powered by Brightmail, Messaging Gateway Small Business Edition powered by Brightmail, Protection Engine for Cloud Services, Protection Engine for Network Attached Storage, Protection Services for Sharepoint, Web Gateway, Identity Access Manager, ATP: Email, ATP: Network
- **PacketShaper** – PacketShaper, PacketShaper S-Series, Intelligence Center, Policy Center
- **Proxy** – ProxySG, ProxyVA, ProxyAV, Advanced Secure Gateway, Content Analysis System, SSLV, Unified Agent, Malware Analysis Appliance, Director, Reporter, Management Center
- **Security Analytics** – Security Analytics
- **Web Security Services** – Web Security Services (Cloud), Cloud Mobility Service, Hosted Reporting Module, Cloud Services Suite, Cloud Data Protection, Unified Agent

Customers are encouraged to periodically review the official list of covered products, which may be revised and updated by Symantec from time to time without notice at: https://support.symantec.com/en_US/article.INFO4324.html

Q: What is Premium Support CSM?

A: Some customers may benefit from a Customer Success Manager (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 Technical Account Manager (TAM), but rather coordinates a superior level of support across the Symantec enterprise product portfolio. Your calls to the Enterprise Customer Support team get priority handling and the CSM is your champion when you need an escalated response. Please contact your Symantec sales account manager for more information.

Q: Will Symantec continue to honor legacy support entitlements?

A: All existing support entitlements will be honored; all customers will continue to receive their currently contracted level of support and will be able to renew legacy offerings as required by contract. At the end of the required renewal period, customers will be migrated to the new Premium Support offerings.

Q: Where can I get more information?

A: Please visit <https://www.symantec.com/services/premium-support> and contact your Symantec sales account manager for more information about Premium Support.

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Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, 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 suite of products for protection at home and across all of 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 or connect with us on Facebook, Twitter, and LinkedIn.

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