What is Maintenance?

Current Maintenance provides access to important updates relevant to Symantec products and services. Current Maintenance is a service agreement that entitles the customer to support for the current version of the Symantec product being supported. To keep your Symantec products up-to-date, you must renew your Maintenance contract annually. Maintenance must be “current” in order to access Maintenance benefits. Maintenance is considered “current” when both term (start and end dates of the Maintenance term) and quantity (Maintenance quantity should match software license entitlement quantity of the product being supported) criteria are met. Customers with expired Maintenance lose their entitlements to Maintenance benefits and their endpoints become vulnerable.

Current Maintenance provides:
- Regular software updates, enhancements, bug fixes, and patches via regular Maintenance Packs and Symantec Connect updates
- Symantec Connect forum to engage online with other customers and Symantec technicians
- Knowledgebase with technical notes, how-to’s, and tips
- Technical Support to minimize downtime
- Self-help Resources

Content Updates

Current Maintenance provides access to critical periodic content updates that keep your product up-to-date with the latest regulations and statutes, best practice framework updates, and security-related patches. Symantec Security Content Update provides periodic security content updates for raw-data and message based detection. Symantec Connect updates include all the latest updates and learning resources, including new or modified policies, vulnerabilities, and technical documentation.

Product Updates

Your Symantec products will work optimally, adapt to technology and operating environment changes that impact regulations, provide support for any new, and changes to existing, industry standards and regulations, and keep you up-to-date with the latest security and compliance programs.

Technical Support

Current Maintenance provides Technical Support. This offers:
- 24/7/365 access to skilled Technical Support Engineers
- Upgraded product standing for continued access to critical periodic content updates
- Technical Support for any new or changes to existing, industry standards and regulations
- The latest updates and learning resources
- Technical Support for any new or changes to existing, industry standards and regulations
- Technical Support to minimize downtime
- Self-help Resources

Self-Help Resources

Identify with technical notes, how-to’s, and tips
Symantec Connect forum to engage online with other customers and Symantec technicians
Published Service Level Agreements by issue severity
Web support enabling online case creation using MySymantec
24/7/365 access to skilled Technical Support Engineers
EULA.

For further information, please consult the EULA.

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Self-help Resources

You can access numerous self-help resources that keep you informed and up to date with the latest security and compliance programs, regardless of the state of your Maintenance subscription. These resources are available online through the MySymantec website, the Knowledgebase, and the Technical Support website.

Important Compliance Obligations

Maintenance must be “current” in order to access Maintenance benefits. Maintenance is a service agreement that entitles the customer to support for the current version of the Symantec product being supported. To keep your Symantec products up-to-date, you must renew your Maintenance contract annually. Maintenance must be “current” in order to access Maintenance benefits. Maintenance is considered “current” when both term (start and end dates of the Maintenance term) and quantity (Maintenance quantity should match software license entitlement quantity of the product being supported) criteria are met. Customers with expired Maintenance lose their entitlements to Maintenance benefits and their endpoints become vulnerable.