DLP Maintenance Benefits

- Your Symantec DLP software will continue to operate as long as it is covered within the Maintenance agreement.
- Software Support is available for continued product updates and patches.
- Technical Support services will be maintained.
- Support for any new, and changes to underlying systems and applications.
- Server, client, and performance monitoring.
- Symantec's Security Response team will prioritize any suspicious files.
- 24/7/365 access to skilled Technical Support Engineers.
- Continuous support for Severity 1 cases.
- Published Service Level Agreements by issue severity.
- Case creation online using MySymantec or by phone.
- Unlimited number of technical support calls or cases created.
- No limit on the number of technical support calls or cases created.
- On-demand access to our eLibrary.

Technical Support

- Current Maintenance provides Extended Support.
- Technical Support to minimize downtime.
- Rapid response (24/7/365).

Self-help Resources

- Product Documentation with user guides, reference documentation and self-help and learning resources.
- Online Access to online documentation for all CSE products.
- Support Portal to access online with CSE users.

Support Portal

- Product Documentation: access to user guides and reference documentation.
- Online Access to online documentation for all CSE products.
- Contact Customer Support: access to online with CSE users.

Version Upgrades

Regular software updates, enhancements, bug fixes and patches via regular product updates.

Product Updates

- Regular software updates, bug fixes and patches via regular product updates.
- Product updates and enables 24/7 access to the latest data protection features and stability.

Self-help Resources

- Product Documentation: access to user guides and reference documentation.
- Online Access to online documentation for all CSE products.
- Contact Customer Support: access to online with CSE users.

Support Portal

- Product Documentation: access to user guides and reference documentation.
- Online Access to online documentation for all CSE products.
- Contact Customer Support: access to online with CSE users.

Important Compliance Obligations

- Maintenance must be “current” in order to access Maintenance benefits.
- Subscription to Symantec DLP is associated with your copy of Symantec DLP. The expiration date of the Symantec DLP is based on the Date of Purchase.
- Customers with expired or non-current Maintenance infringe on the End User License Agreement (EULA).
- The more up-to-date Symantec DLP is, the better it will function, evolve and adapt.