Version Upgrades

Software Upgrades that deliver the latest features and technologies designed to enhance security protection. Regular updates are required to keep up with the latest security innovations, remain compliant and secure.

Security Content Updates

Security Content Updates include multiple types of updates that keep Symantec products current and up-to-date:
- **Security Content Updates** (e.g. virus definitions that provide new algorithms to deal with new virus strains and operating system changes)
- **Software Upgrades** (includes feature enhancements and technology innovations)
- **Intelligent Threat Cloud**
- **SEP Deception**
- **Star Malware Protection Technologies**
- **Symantec Connect**
- **Knowledgebase**

Continuous protection with daily security content updates using artificial intelligence fused with critical threat intelligence. Symantec’s External Malware Learning™ is only as effective as the data it is trained on, and this is why we need to keep all our data in sync at all times.

Security Content Updates include updates that provide access to security updates during the Maintenance term:
- Essential Support: 24/7/365 access to skilled Technical Support Engineers to minimize downtime
- Prioritized handling of Severity 1 cases by Symantec’s Security Response Team
- Continuous support for Severity 1 cases (follow-the-sun model)
- Published Service Level Agreements by issue severity
- No limit on the number of technical support calls or cases created
- 24/7/365 access to skilled Technical Support Engineers
- Prioritized handling of suspicious files by Symantec's Security Response Team
- Continuous support for Severity 1 cases (follow-the-sun model)

Product Updates

Regular software updates, enhancements, bug fixes and patches on our major products and platforms. These updates keep our products ahead of the threats.

Symantec provides access to over 1,500 on-demand, online training modules, a comprehensive knowledgebase and technical notes, how-to's, and tips.

Technical Support

Current Maintenance provides:
- **Vulnerability Management**, a three-phase approach to vulnerability management that leverages Symantec technology to block attacks.
- **Knowledgebase with technical notes, how-to’s, and tips**
- **SymDiag Symantec’s diagnostic and security analysis utility that provides insight into technical issues, reports and best practice recommendations.**
- **SymSupport for any new, and changes to existing, industry standards and regulations on data privacy and security that impact your ability to remain compliant**

Self-Help Resources

- **Online Resources**
  - **Self-help support** for any new, and changes to existing, industry standards and regulations on data privacy and security that impact your ability to remain compliant
- **Knowledgebase**
- **SymDiag**
- **SymSupport**
- **SymConnect**
- **Technical Support**
- **APIs**
- **Web support enabling online case creation**
- **APIs**
- **Published Knowledgebase with technical notes, how-to’s, and tips**
- **External Malware Learning™**
- **SEP Deception**
- **Star Malware Protection Technologies**

Important Compliance Obligations

Maintainers must be "compliant" in order to use the Maintenance benefits. Maintenance may be supported by products that are delivered as Symantec products with associated Symantec licenses. Supportability will ensure that the products maintain an adequate level of support. Supportability should provide service levels and response times that are consistent with the products and services purchased. If Supportability cannot meet the required service levels and response times, the products should provide no service warranty. Maintainers must be "compliant" in order to use the Maintenance benefits.