**What is Maintenance?**

Maintenance provides continuous protection against the latest vulnerabilities and security threats. It is an annual fee based on the software license entitlement quantity of the products and solutions covered by the Maintenance contract. The contract requires that the ITMS data sheet be renewed for continued access to critical patch updates and other benefits.

**Product Updates**

Critical software updates, bug fixes and patches that enable ITMS to work optimally, adapt to technology and operating system changes, and provide ongoing product stability via regular Major Releases and Minor Releases.

Of utmost importance are ITMS’s frequent updates that deliver the latest vendor patches for continuous protection against vulnerabilities including Zero Day vulnerabilities.

**Version Upgrades**

Enables optimal ITMS performance. It also entitles you to the latest versions of Symantec products and solutions as they are released.

**Technical Support**

Current Maintenance provides Essential Support. This offers:

- **Prioritized handling of suspicious files by Symantec’s Security Response Team & personalized report.**
- **24/7/365 access to skilled Technical Support Engineers.**
- **Rapid support to minimize downtime.**
- **Rapid response from 24/7/365 Technical Support to minimize downtime.**
- **Published knowledge base articles and training modules.**

**Self-help Resources**

- **Symantec Connect forum to engage online with other CCS users and solve and assist.**
- **Knowledgebase with technical notes, how-to’s, and tips.**

**Important Compliance Obligations**

Maintenance must be “current” in order to access Maintenance benefits. Maintenance is considered “current” when both term (start and end dates of the Maintenance contract) and quarterly Maintenance quantities are paid in full. Failure to pay can result in termination of the Maintenance contract and disablement of the Symantec ITMS products and solutions.

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