What is Maintenance?

Maintenance is a comprehensive set of services designed to keep your Symantec products and solutions running smoothly. It includes real-time protection, Intelligence Services and WebFilter add-on subscriptions that enhance protection against increasingly sophisticated and voluminous web-based threats. Additionally, it includes technical support, hardware support options, and access to numerous self-help and learning resources to help you get the most out of your investment.

Maintenance allows customers to:

- Enjoy efficient operations with Symantec’s advanced technical support.
- Have access to qualified resources and advanced technical tools.
- Benefit from proactive support to prevent and solve issues.
- Experience ongoing product stability.
- Have access to technology changes and provide feedback to improve products.
- Ensure your Symantec ProxySG Gateway: SGOS is continuously current.

Optional Extras

Symantec Intelligence Services, WebFilter add on subscriptions for increased security protection.

Optional Extras include:

- Intel!igence Services
- WebFilter

Obligations

Maintenance is an annual product subscription that must be renewed before expiry for continued access to Maintenance benefits.

Important Compliance Obligations

- Configuring your Symantec products properly is an obligation of the customer.
- Symantec is not responsible for the customer’s end users.
- For license compliance, the customer must maintain an accurate inventory of products used.
- License compliance is the customer’s responsibility.