Guiding Principles

**Maintenance** is designed to protect and maximize a Customer’s investment in Symantec products. This Policy Handbook sets forth guidelines for doing business with Symantec and describes Symantec’s policies relating to the new purchase and renewal of entry-level Maintenance offerings for Symantec products as follows:

- On-premises (perpetually licensed and subscription) software
- Hardware

The term “Maintenance” refers to the deliverables of Symantec’s entry-level Maintenance offerings for Software and Hardware products.

All policies referred to herein are applicable globally, and to all Symantec’s Enterprise and Small Business Customers. Where necessary, policy variations are indicated according to how Symantec products are licensed and deployed.

Customers with questions related to any aspect of Symantec’s policies should contact their reseller, Symantec Sales Representative or Symantec Customer Care.

Policies documented in this document take precedence over the same policies documented elsewhere. Symantec reserves the right to amend this Policy Handbook periodically.
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Policy

Maintenance Offerings
This section describes Symantec’s Maintenance offerings and the policies related to accessing and using these offerings.

Entry-level Offerings
Symantec provides a range of entry-level Maintenance offerings for its software and hardware products:

On-premises Software Products (Perpetually Licensed & Subscription)

Symantec’s entry-level offering, Essential Support includes the following deliverables as standard for the Maintenance or Subscription term:
- Security Content Updates (for products that require such updates)
- Version Upgrades
- Product updates (patches, enhancements, fixes)
- 24X7 technical support
- Online resources – MySymantec, Symantec knowledge base, eLibrary, Connect

Maintenance is mandatory for all new Software Product purchases.

Maintenance is required on an ongoing basis and must be renewed for certain Software Products that require Content Updates to function optimally in real time. View products that require content.

Maintenance must be purchased and renewed on a per-license basis meaning that every perpetual software license must have a corresponding Maintenance purchase.

Maintenance purchased or renewed for one product title cannot be used to support a different product title.

Maintenance offerings and levels cannot be mixed for the same product title at the same Customer location.

Hardware

BlueTouch Support Service Options are a comprehensive set of service packages designed to meet Customer hardware needs. All service options (Standard, Standard Plus, Advanced, Premium, Premium Plus & Software Support) include the following:
- 24x7 telephone support
- MySymantec (formerly BlueTouch Online) resources
- Major, minor and maintenance releases of operating system software
- Depending on the selected option, the following hardware replacement services are available:
  o Return to Factory (RTF)
  o Same Day Shipment (SDS)
  o Guaranteed Next Business Day Arrival (NBD)
  o Guaranteed 4 Hour Arrival (9x5x4hrs or 24x7x4hrs)

A corresponding support option must be ordered at time of product purchase.
Symantec requires that equipment of the same product type located at a Customer site, and operating under the same operational requirements, (e.g., equipment in production, equipment in a lab/test environment, etc.), is covered under the same level of service. The level of support service being renewed must match the original support contracted.

**Premium Technical Support Offerings**

For Customers who require a more advanced level of support for their software investment, Symantec provides a range of premium technical support offerings. Symantec’s Business Critical Services and [Customer Success Services](#) offer enhanced levels of responsiveness and business support with single point of contact accountability and priority access to experienced support engineers.

For advanced hardware cover, Symantec provides [BlueTouch Cornerstone](#) which provides an assigned Technical Account Manager at its foundation and offers an a la carte menu of additional services which enable Customers to build a service which meets their specific needs.

All premium technical support offerings must have underlying entry-level Maintenance cover as follows:

**Software**

- Premium offerings are an augmentation to existing Maintenance and not a substitution for entry-level Maintenance. Current Maintenance is a prerequisite to purchase any of Symantec’s premium support offerings.

**Hardware**

- Premium offerings are an augmentation to existing support contracts and not a substitution. To be eligible to purchase an advanced support offering, ALL assets at the Customer site must be under an existing support contract. If the Customer fails to renew their support services agreement for ALL assets and the premium offering term extends past the asset renewal date, Customers will be unable to open Service Requests for any un-entitled assets until such time as the asset support services contracts are renewed.

Wherever possible, it is recommended that the premium technical support offering term is co-termed with the underlying entry-level Maintenance term.

**Access to Maintenance Benefits**

Use of Symantec products and services is governed by the Customer’s signed agreement or the applicable terms of use published at: [https://www.symantec.com/content/symantec/english/en/about/legal/repository](https://www.symantec.com/content/symantec/english/en/about/legal/repository).

**On-premises Software Products (Perpetually Licensed & Subscription)**

Customers must have current Maintenance in order to access Maintenance benefits including Content Updates, Version Upgrades and technical support, both by phone and online. Eligible Customers entitled to software Version Upgrades (major releases) that become available during the
Maintenance Policy Handbook

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Maintenance term are notified by email with instructions on how to obtain the new software version.

If renewal is not completed prior to expiration, Customers have no further entitlement to, and may not access any Maintenance deliverables beyond the expiration date of the Maintenance or Subscription term.

Hardware

Customers with current hardware support contracts are entitled to telephone support and hardware upgrades that become available during the support term and per the terms of their License Agreement.

If renewal is not completed prior to the expiration date of the current hardware support contract term, Customers have no further entitlement to and may not access any support deliverables beyond the expiration date.

Customers without a hardware support contract are not entitled to any form of maintenance or technical support.

View related policies.

Mid-term changes to Maintenance Offerings/Levels

On-premises Software Products (Perpetually Licensed & Subscription)

- Customers may upgrade their Maintenance offering at any time during the current Maintenance term.
- Upgrades to premium support offerings are supported per the following requirements:
  - Customers must have a current entry-level Maintenance offering (if underlying Maintenance has lapsed, the upgrade may not take place until renewal time and the lapsed Maintenance situation has been rectified).
  - Customers must be current on all invoices
  - Minimum purchase requirement of at least 12 months for the new offering
- Symantec will not provide refunds in relation to any mid-term Maintenance offering upgrades (applies to both entry-level and premium offerings).
- Downgrades are not allowed during the Maintenance term. Customers must wait until renewal to downgrade Maintenance offerings (applies to both entry-level and premium offerings).

Hardware

- Service level upgrades are possible at any time.
- Downgrades are only possible at end of current contract.
- Customers on Symantec direct support contracts may not switch to a Secure One Services support contract until the end of the current support term or at renewal time.
End of Life & Maintenance Policy

On-premises Software Products (Perpetually Licensed & Subscription)
All purchases are subject to Symantec’s End of Life Policy for the associated Software Product.

Hardware
All purchases are subject to Symantec’s End of Life Policy for the associated Hardware.

General Purchase Conditions
This section deals with the purchase of new and renewal Maintenance and associated policies.

Minimum Term

On-premises Software Products (Perpetually Licensed & Subscription)
- Minimum 12 month Maintenance term required.

Hardware
- Minimum 12 month hardware support contract term required (unless hardware is due to EOL within the 12 month term). Terms of less than 12 months may be subject to a short-term renewal fee.

Maximum Term

On-premises Software Products (Perpetually Licensed & Subscription)
Term duration and Maintenance expiration date are subject to Symantec’s End of Life Policy for the associated Software Product.

Hardware
Term duration and support contract expiration date are subject to Symantec’s End of Life Policy for the associated Hardware.

Start Date

On-premises Software Products (Perpetually Licensed & Subscription)
The Maintenance/Subscription start date is as defined in the Entitlement Confirmation (usually the order fulfillment date). For renewals, the start date is the day after the previous Maintenance/Subscription expiration date.

Hardware
- All standard new hardware support contracts start at hardware shipment/fulfillment date. An additional 30 day term is provided to accommodate delays due to shipping, handling or customs. This applies to hardware new purchases only.
- For subscription products, the support start date is the order fulfillment date.
Delayed Start Date

On-premises Software Products (Perpetually Licensed & Subscription)

Specific future start date requests are not allowed.

Hardware

Delayed or staggered contract start dates are not allowed.

End Date (Expiration Date)

On-premises Software Products (Perpetually Licensed & Subscription)

The Maintenance/Subscription end date is defined in the Entitlement Confirmation (typically 12 months after the Maintenance/Subscription start date).

Hardware

The Maintenance (support contract) end date is defined in the Entitlement Confirmation.

Pricing

Pricing for Symantec’s Small Business Customers is according to the tiered volume discount bands available via the Express Buying Program.

Qualifying Government and Academic Customers pricing is per specific SKUs.

Pricing for Enterprise Customers is per Symantec standard buying terms and conditions.

Symantec reserves the right to increase its global MSRP pricing annually, without notice, with minimum increases based on the U.S. Consumer Price Index (CPI) unless otherwise contractually agreed. This applies to both new and renewal purchases for all Symantec products and services, including but not limited to, perpetually licensed and subscription Software Products; Online Services; Consulting Services & Hardware.

Notification

Symantec works with its Channel partners and utilizes various methods to alert Customers to impending renewals including email notifications and console alerts. Notification methods and cadence vary according to region and Customer segment. Several of Symantec’s Software Products issue automatic alerts from the product’s management console.

Quoting

- **New Purchases:** Quotes issued by Symantec for the new purchase of Symantec products that include corresponding Maintenance are valid until the expiration date indicated on the quote.

- **Renewals:** Within 90 days prior to expiry of existing Maintenance, renewal quotations will be provided to Direct Customers and channel partners of Enterprise products as appropriate by Symantec’s Renewals team. Renewal quotes are valid until the expiration date indicated on the quote.
For uninterrupted Maintenance coverage, the renewal Purchase Order must be received at Symantec prior to the Maintenance expiration date. If a renewal is not completed prior to the Maintenance expiration date, Customers will be denied access to all Maintenance benefits including technical support and will be subject to late renewal reinstatement fees. See Reinstatement Section in this document.

**Discounting**

Symantec is not under any obligation to provide additional discounting over and above the standard applicable volume and class of trade discounts.

Discounts do not carry forward to future renewal pricing. There is no entitlement to previous discount levels received unless contractually agreed.

**Early Renewals**

A Customer can elect to renew Maintenance for Software Products any time prior to the Maintenance expiration date. The new Maintenance start date will be the day after the original Maintenance expiration date as indicated in the Customer’s Entitlement Confirmation.

**Late Renewals**

A late renewal order is any renewal order that is received and booked after the Maintenance expiration date. Late renewals will be backdated to expiration date and are subject to Reinstatement Fees. See Reinstatement Section in this document.

**Lapsed Maintenance**

Maintenance must be continuous with no gap from the previous expiration date. Lapsed Maintenance must be brought current on the last contracted Maintenance level per Symantec’s reinstatement requirements. See Reinstatement Section in this document. Go-forward Maintenance (minimum 12 month term) may be purchased at any level. Maintenance that has lapsed for more than 6 months may be reinstated at the sole discretion of Symantec.

In the case of hardware products, reinstatement will be subject to Product Inspection to determine whether the Product is in good operating condition. The fees associated with the Product Inspection are non-refundable. Symantec reserves the right to require proof of product’s full functionality and operational status prior to reinstatement of a lapsed contract. Additionally, Symantec reserves the right not to renew or reinstate a product which has been used outside the published operating environment conditions, or has been misused.
Initial Maintenance Purchase Terms

<table>
<thead>
<tr>
<th>Policy</th>
<th>On-premises Perpetually Licensed Software Products</th>
<th>On-Premises Subscription Software Products</th>
<th>Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase requirement</td>
<td>Maintenance is mandatory for new purchases of all Symantec Software Products. No exceptions.</td>
<td>N/A. Maintenance is already included in the subscription offering.</td>
<td>Maintenance may be purchased separately however, Maintenance purchased at a later date must include all back-dated Maintenance and will be subject to reinstatement fees.</td>
</tr>
<tr>
<td>Coverage</td>
<td>Full coverage: the quantity of Maintenance purchased must equal the aggregate quantity of Software Product licenses.</td>
<td>N/A</td>
<td>The support contract quantity purchased must equal the number of users per hardware units purchased.</td>
</tr>
<tr>
<td>Co-termining</td>
<td>Maintenance for a new Symantec Software Product purchase may be co-terminated with the Maintenance end date of a different Symantec Software Product. Co-termination is at Symantec’s discretion and is subject to co-termination rules, geographical/contractual deployment rights and End of Life rules.</td>
<td>Co-termination of on-premises Subscriptions is in accordance with Symantec’s co-termination rules and will be reviewed and approved at Symantec’s discretion.</td>
<td>Customers wishing to purchase new support contracts with an expiration date to match an existing contract may do so by pro-rating the period to the end of the current contract. Co-termination is not permitted where the Customer wishes to downgrade their support levels and not all support contracts expire/term at the same time.</td>
</tr>
</tbody>
</table>

Renewal Maintenance Purchase Terms

<table>
<thead>
<tr>
<th>Policy</th>
<th>On-premises Perpetually Licensed Software Products</th>
<th>On-premises Subscription Software Products</th>
<th>Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase requirement</td>
<td>Maintenance renewals for Symantec Software Products that require Content Updates is mandatory. View products here.</td>
<td>For uninterrupted access to product functionality and Maintenance deliverables, on-premises Subscriptions must be renewed prior to expiry.</td>
<td>Service Contracts must be continuous with no gap from the previous expiration date.</td>
</tr>
<tr>
<td>Coverage</td>
<td>Partial Maintenance renewals are not allowed for any product. The quantity of Maintenance being renewed must always match the aggregate quantity of software licenses for the Software Product in question. If a Customer wishes to renew less then they will need to retire the relevant quantity of</td>
<td>Partial subscription renewals are not allowed for any product.</td>
<td>Customer must prove that they are no longer using boxes if they wish to reduce the number of boxes being supported.</td>
</tr>
</tbody>
</table>
## Maintenance Policy Handbook

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<table>
<thead>
<tr>
<th>Policy</th>
<th>On-premises Perpetually Licensed Software Products</th>
<th>On-premises Subscription Software Products</th>
<th>Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>software licenses (see License Retirement below).</td>
<td>Co-termination of on-premises subscriptions is at Symantec’s discretion and is subject to co-termination rules, geographical/contractual deployment rights and End of Life rules.</td>
<td>For renewals, Customers may co-terminate existing assets on disparate contracts, but on the same support level to the last (latest) common expiration date. Co-termination is not permitted where the Customer wishes to downgrade their support levels and not all support contracts expire/term at the same time.</td>
</tr>
<tr>
<td>Co-termining</td>
<td>Co-termination of Customer Maintenance expiration dates so that Customers have a single annual renewal event is recommended but is not required. Renewals are always co-terminated to the contract with the latest expiration date. Co-termination is at Symantec’s discretion and is subject to co-termination rules, geographical/contractual deployment rights and End of Life rules.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reinstatement</td>
<td>Symantec reserves the right to levy additional fees in the event a Customer has allowed its Maintenance to lapse beyond the Maintenance expiration date, but later wishes to reinstate Maintenance. Along with rectifying lapsed Maintenance fees owing, a minimum go-forward purchase of 12 months is also required.</td>
<td>N/A, however incorrectly submitted on-premises subscription renewal orders may be rejected and delayed if late.</td>
<td>If the Customer wishes to reinstate a hardware support contract after expiration or non-renewal on a timely basis of a prior support term, or if the Customer fails to purchase support at the time of Product purchase, the following reinstatement policy applies: • Late renewal orders will be backdated to the date of previous Maintenance expiration date. • Reinstatement fees will be applied to backdated period. A minimum go-forward purchase of 12 months is also required.</td>
</tr>
</tbody>
</table>

### Order Returns

Symantec does not accept returns of any product or service order once a transaction is complete (note that this policy is separate to returns of any product under hardware warranty – see RMA section below).
Hardware-specific Policies & Information

Hardware Warranty
Refer to warranty information at https://www.bluecoat.com/support/support-policies/warranty-info.

Hardware Replacement
Refer to the Hardware Replacement RMA Policy.

Gray Market Equipment
Symantec provides support for equipment purchased through the official Symantec channel only. Refer to Gray Market Equipment for more information.

Hard Disk Drive Retention
Symantec has provided for Customers to retain hard disks. Refer to HDD Handling Policy for more information.

RMA
RMA Advanced Hardware Exchanges are provided to Customers who have a valid entitlement under product warranty or service contract. View RMA information.

Software License Management
This section deals with entitlement management including the transfer of entitlements to alternative products; different entities/geographies; and retiring/correcting entitlements.

- **Entitlement Management:** Customers may request to transfer licenses from one product to another where approved migration paths exist (license transfer); one entity to another (license assignment) and one location to another (intra-company license relocation). Customers should contact Symantec to discuss such requirements. All such transactions require specific documentation to be submitted which will be reviewed and approved at Symantec’s discretion.

- **License Retirement:** Customers required to retire software licenses must contact Symantec Customer Care and formally submit their request and reasons in writing. Once approved, Symantec will retire said licenses indefinitely and update Customer records accordingly.
Compliance

Use of Symantec’s products and services is governed by the Customer’s signed agreement or the applicable terms of use located at:

On-premises Software Products (Perpetually Licensed & Subscription)
It is the Customer’s responsibility to remain compliant with the terms of their End User License Agreement on a per product basis, as follows:
- Software usage is limited to the aggregate purchased software license quantity.
- Maintenance coverage is required for all new software license purchases.
- Maintenance coverage is required for the aggregate software license quantity.
- Continuous Maintenance coverage for security products is mandatory.

In the event of any non-compliance, the Customer is required to reconcile both its software licenses and corresponding Maintenance by purchasing new licenses and Maintenance, paying back-dated Maintenance and any reinstatement fees owed.

Symantec reserves the right to review/audit the Customer’s use and deployment of Symantec Software Products and corresponding Maintenance.

Hardware
It is the Customer’s responsibility to remain compliant with the terms of their License Agreement on a per product basis.

Exceptions
This policy does not apply to:
- Symantec’s Consumer Security Products (Norton)
- Online Services (any Symantec branded solution delivered over the Internet and/or hosted or managed by Symantec and made available via a network). Information relating to the purchase and renewal of Online Services is available in Appendix I.
- Software products acquired by Symantec pursuant to an acquisition of a company or product line (each, a Merger & Acquisition company) are not included until such time as the products from such Merger & Acquisition are designated by Symantec to be covered by this policy by offering Symantec’s standard Maintenance/Support offerings for such products.
## Definitions

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content Updates</strong></td>
<td>“Content Updates” means content, which may be provided from time to time, used by certain Symantec products and/or services to maintain the efficacy of the product, including but not limited to: updated anti-spyware definitions for anti-spyware products; updated antispam rules for antispam products; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and anti-phishing products; updated firewall rules for firewall products; updated intrusion detection data for intrusion detection products; updated lists of authenticated web pages for website authentication products; updated policy compliance rules for policy compliance products; and updated vulnerability signatures for vulnerability assessment products. Content Updates may include content produced by the Licensed Software based on Your use of the Licensed Software.</td>
</tr>
<tr>
<td><strong>Co-Termination</strong></td>
<td>Process of aligning multiple Maintenance end dates to a single common end date thereby enabling easier renewal management.</td>
</tr>
<tr>
<td><strong>Entitlement Confirmation</strong></td>
<td>One or more of the following applicable documents which further defines the Customer’s license rights to the Licensed Software and access to Maintenance, including, but not limited to: a Symantec license or Maintenance certificate or a similar confirmation document issued by Symantec, or a written agreement between the Customer and Symantec, validation through an entitlement portal, an authorized Symantec email confirmation, or an order confirmation receipt.</td>
</tr>
<tr>
<td><strong>End Date (Expiration Date)</strong></td>
<td>The date, indicated on the Customer’s Entitlement Confirmation on which the Customer’s Maintenance term expires.</td>
</tr>
<tr>
<td><strong>End of Life (EOL)</strong></td>
<td>The beginning of the process of wind down of distribution and support and other services for a release of Symantec product issued prior to the current shipping version.</td>
</tr>
<tr>
<td><strong>Essential Support</strong></td>
<td>Symantec Maintenance offering that provides access to Content Updates, Product Updates, Software Version Upgrades and 24x7 access to technical support.</td>
</tr>
<tr>
<td><strong>Express Buying Program</strong></td>
<td>Symantec Buying Program that allows for simplified purchase, for use in the country of purchase. Buyers are freed from complex contracts and long-term commitments, and are eligible for increased discounts based on order size.</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td>The commercially-available Symantec Maintenance offerings, provided by Symantec for a specific level and duration in accordance with Symantec’s then-current Maintenance policies and processes. Maintenance that relates to the initial purchase is referred to as “Initial Maintenance Term.” Maintenance that is renewed after Initial Maintenance expires is referred to as “Renewal Term.” The term duration is defined by the Maintenance Start and End Dates as laid out in the Customer’s Entitlement Confirmation. Maintenance must be renewed prior to expiry (the End Date) for continued access to Maintenance benefits.</td>
</tr>
<tr>
<td>Terms</td>
<td>Definitions</td>
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</tr>
<tr>
<td><strong>Online Services</strong></td>
<td>Any Symantec branded solution delivered over the Internet and/or hosted or managed by Symantec and made available via a network including any “Service Component(s)” which means certain enabling software, hardware peripherals and associated documentation which may be separately provided by Symantec as an incidental part of an Online Service.</td>
</tr>
<tr>
<td><strong>Perpetual License</strong></td>
<td>A method of software licensing where the purchased software license provides the Customer with perpetual rights to the version of the Software Product available on the date of purchase, and for the Use Level stated in the Customer’s Entitlement Confirmation. Corresponding Maintenance is purchased on a fixed term basis.</td>
</tr>
<tr>
<td><strong>Reinstatement Fee</strong></td>
<td>A fee applied to reinstate Maintenance when the Maintenance has expired or lapsed beyond the expiration date.</td>
</tr>
<tr>
<td><strong>Renewal</strong></td>
<td>To extend the Maintenance term after the Initial or previous Renewal Term has expired.</td>
</tr>
<tr>
<td><strong>Renewal Quote</strong></td>
<td>A formal pricing document stating a quoted price for a specific period of time for a Maintenance offering.</td>
</tr>
<tr>
<td><strong>RMA</strong></td>
<td>Return Material Authorization</td>
</tr>
<tr>
<td><strong>SKU</strong></td>
<td>Stock Keeping Unit; Part Number.</td>
</tr>
<tr>
<td><strong>(Software) Version Upgrade</strong></td>
<td>A subsequent release of Licensed Software that Symantec makes generally available to Customers with current Maintenance. Software Version Upgrades may include Documentation revisions, error corrections and enhancements, Maintenance Packs, and Major Releases and Minor Releases, but will not include any option or future product which we license separately. Software Version Upgrades do not include “Content Updates.”</td>
</tr>
<tr>
<td><strong>Start Date</strong></td>
<td>The date, indicated on the Customer’s Entitlement Confirmation on which the Customer’s Maintenance term begins.</td>
</tr>
<tr>
<td><strong>Subscription</strong></td>
<td>A method of software licensing where the software license is purchased for a limited term defined by the Subscription Start and End Date. Subscriptions include Maintenance for the subscription term. Unlike the purchase of a perpetual license, Customers do not have the right to use the software beyond the End Date of the subscription. Symantec’s Online Services are always sold on a subscription basis and certain Symantec on-premises Software Products are available to purchase as subscriptions.</td>
</tr>
<tr>
<td><strong>Use Level</strong></td>
<td>A quantity of licensed uses of the Licensed Software based on the license use meter and model (which may include operating system, hardware system, application or machine tier limitations, if applicable) by which Symantec measures, prices and licenses the right to use the Licensed Software and/or access to Maintenance. License use meter and model options are defined in the Product Use Rights Supplement.</td>
</tr>
</tbody>
</table>
APPENDIX I

Purchase & Renewal of Online Services Subscriptions

Symantec’s online services offerings provide customers a flexible way to purchase subscription-based licenses. The following guidelines apply to the purchase of Symantec Online Services. Maintenance is a defined component of the Online Services subscription according to the Online Service Terms and Conditions and enables access to:

- 24X7 technical support
- Online resources – MySymantec, Symantec knowledge base, eLibrary, Connect

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<tr>
<th>Policy</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proof of Purchase</td>
<td>Subscriptions are renewed by Customer account.</td>
</tr>
<tr>
<td>Quotes</td>
<td>Quotes relating to Online Services subscriptions are valid for a period of 30 days.</td>
</tr>
<tr>
<td>Pricing</td>
<td>Symantec reserves the right to change its pricing at any time. Symantec may change its pricing for its Online Services by publishing, quoting or invoicing the Customer for the updated pricing and will aim to provide advance notice before such changes take effect, as outlined in the Online Services Terms &amp; Conditions.</td>
</tr>
<tr>
<td>Term</td>
<td>The Subscription Term (the period of time for which a Subscription is valid) will start and end on the dates indicated on the Customer’s Order Confirmation. Specific future start date requests are not allowed.</td>
</tr>
<tr>
<td>Co-terming</td>
<td>For many Online Services, new subscription purchases are automatically co-termed. Where this is not the case, a Customer may request that the expiration date for the new subscription be aligned (or “co-termed”) with an existing subscription for a Symantec Online Service. While every attempt will be made to accommodate co-termination requests, all such requests will be reviewed by Symantec in the context of minimum purchase commitments for said Online Services, and will be subject to co-termination and product End of Life rules.</td>
</tr>
<tr>
<td>Min/Max Term</td>
<td>Minimum 12 month subscription term required. Subscription term will be pro-rated to the required number of days or periods other than one year. No maximum term but new purchase is subject to End of Life Policy for the associated Online Service.</td>
</tr>
<tr>
<td>Renewal</td>
<td>Symantec and its resellers utilize various methods to alert Customers to impending subscription term expiration including email notifications and console alerts. For continued access to Symantec’s Online Services, subscriptions must be renewed prior to the end of the subscription term. The Customer has the following options for subscription renewals:</td>
</tr>
<tr>
<td></td>
<td>• Automatic Renewal: Where the auto-renewal option is available for the Symantec Online Service, and the Customer has elected this option, then the Customer’s account will be invoiced automatically on the subscription renewal date, without further action by the Customer. This option ensures continuous access to the Symantec Online Service.</td>
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|              | o Automatic Renewal Opt Out: For subscriptions that automatically renew, the Customer may opt out of the automatic renewal option at any time by either contacting its reseller, or Symantec at customercare@symantec.com, or if
Compliance

The use of Online Services must be in accordance with the Online Services Terms & Conditions, located at https://www.symantec.com/about/legal/service-agreements.jsp. Symantec’s Online Services, and technical support, may only be accessed during the subscription term.

Symantec reserves the right to immediately suspend its Online Services without compensation to the Customer of any kind for non-compliant usage.

Refer to the Compliance Section of this document for more information about compliance obligations.