Symantec Enterprise Support Resources

Everything you need to hit the ground running.

### Technical Support

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Self Help</th>
<th>Log Case</th>
<th>Call*</th>
<th>Premium DSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEV 1</td>
<td></td>
<td></td>
<td><img src="#" alt="Call" /></td>
<td>For SEV 1, contact your Designated Support Engineer (formerly known as Technical Account Manager).</td>
</tr>
<tr>
<td>SEV 2</td>
<td><img src="#" alt="Self Help" /></td>
<td><img src="#" alt="Log Case" /></td>
<td><img src="#" alt="Call" /></td>
<td>For SEV 2 through SEV 4, follow the standard process and always log a case.</td>
</tr>
<tr>
<td>SEV 3</td>
<td><img src="#" alt="Self Help" /></td>
<td><img src="#" alt="Log Case" /></td>
<td><img src="#" alt="Call" /></td>
<td></td>
</tr>
<tr>
<td>SEV 4</td>
<td><img src="#" alt="Self Help" /></td>
<td><img src="#" alt="Log Case" /></td>
<td><img src="#" alt="Call" /></td>
<td></td>
</tr>
</tbody>
</table>

*Phone support directly and speak with a Customer Care Agent or leverage the leave a message option in the IVR system.

SEV 1 means a problem has occurred where no workaround is immediately available in one of the following situations:

- A production server or other mission-critical system is down or has had a substantial loss of service.
- A substantial portion of mission-critical data is at a significant risk of loss or corruption.

To open a support ticket, click Log Case to access the MySymantec portal. If you do not have an account, create one to be able to create and manage cases, or visit [Creating a support ticket](#).

### Escalations

Unhappy about how your case is handled? Contact your DSE, CSM, or DSE/CSM Manager during business hours.

If you do not have a DSE/CSM, or it is outside of business hours, contact Customer Care on your local Symantec Support phone number and request to be put in contact with a Support Leader.

TIP: Click the blue links found throughout this document for fast access to content.

Visit the [Support Reference Guide](#) to find out more about severity definitions and how to obtain technical support.

### Onboarding and Optimization

**Online Resources**
- **Getting Started** – Accessing, activating, and managing your Symantec solution.
- **Help.Symantec.com** – Intuitive, dynamic Help System.
- **MySymantec** – Create and track support cases, view and manage entitlements, download software, and access license keys.
- **Symantec Status** – Cloud service availability in real time. Subscribe to incident and maintenance notices for your cloud service.

### Professional Services

- **Consulting Services** – Design, optimize, and implement your security environment to create maximum protection and value from your investment.

### Diagnostic Tools

- **SymDiag for On-Premises Products** – Identify common issues, product performance, gather data for support-assisted troubleshooting.
- **Diagnostic.cloud for ProxySG** – Self-service your device status and assess and monitor issues.

### Educational Services

- **Instructor-led Training**
- **Certification Program**
- **eLibrary**
- **Contact Education Services:**
  - Americas
  - EMEA
  - APJ
- **Symantec Connect**
- **Newsletters and Webinars**
  - Current and prior editions of the Product Newsletters and links to on-demand Webinars.
  - Subscription capability for selected products.

---

For more product information: [broadcom.com](#)

Copyright © 2020 Broadcom. All Rights Reserved. The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. Broadcom, the pulse logo, Connecting everything, and Symantec are among the trademarks of Broadcom.

SED-SEVL-SB201 January 14, 2020