

## **Changes to the AppStream Offerings & Support Process FAQ—Customers**

### **Q1. What happens to AppStream Support Offerings beginning 7 July 2008?**

Beginning 7 July 2008, AppStream products will move to a Support Services model that consists of software upgrade protection and technical support included in one price. Customers may purchase such unified Support Services for new product license purchases and product renewals for all AppStream products. Two levels of technical support services are available to address a customer's business needs: Basic Maintenance (regional business hours) or Essential Support (24x7).

### **Q2. What are the new AppStream Maintenance/Support Offerings?**

A variety of Support Services offerings are available:

#### Basic Maintenance Support

Symantec Basic Maintenance Support is our lowest price option. Basic Maintenance Support is designed to help customers keep their non-essential systems current with the latest Symantec software updates and includes:

- Phone assistance during the standard business hours where the product is installed pursuant to the license
- Access to the latest content, product enhancements, patches, and upgrades to enable you to keep your products current

#### Essential Support

Symantec Essential Support provides around-the-clock access to Symantec's technical experts, with faster response time goals than Basic Maintenance Support. Essential Support includes:

- 24x7x365 access to Symantec's team of technical support experts
- Access to the latest content, product enhancements, patches, and upgrades to enable you to keep your products current
- One-stop interoperability support

### **Q3. Which products are covered under Basic Maintenance Support and Essential Support?**

All Symantec AppStream products (excluding Software Development Kits or "SDKs") are covered by Essential Support and Basic Maintenance Support.

**Q4. How do the existing AppStream Offerings map to the new offerings?**

AppStream	Symantec
Standard Technical Support	Basic Maintenance
Premium Technical Support	Essential Support

**Q5. Can I co-term my licenses now that you have moved to a maintenance model?**

Yes, you can co-term maintenance.

**Q6. Can I renew some products at Basic Maintenance Support and others at Essential Support?**

Yes. Customers are not required to purchase the same level of support for the entire set of products. We strongly recommend the same level of support for each license of the same product to ensure that consistent support coverage is available.

**Q7. If I choose to renew at Basic Maintenance Support, can I later upgrade to Essential Support?**

Yes; however, this is allowed only at time of renewal.

**Q8. If I choose to renew at Essential Support, can I later downgrade to Basic Maintenance Support?**

Yes; however, this is allowed only at time of renewal.

**Q9. Do you have a table that compares the new Offerings?**

Yes. See below.

Enterprise Support and Maintenance Services	Basic Maintenance	Essential Support
Severity One Response Time Goals	1 hour	30 minutes
Telephone Access to Support Engineers	8 a.m.–6 p.m. Business Hours	24x7x365
Downloadable Software Upgrades, Updates, and Patches	X	X
Designated Callers	2 per Product Title	6 per Product Title

**Q10. What are the standard business hours of support?**

The global support organization has defined standard business hours as 8 a.m.–6 p.m. within the customer's time zone where the product is installed and related business week.

**Q11. Will local language support be offered?**

English is the official language for Symantec Support Services. While we intend to continue to provide regional language support in locations where it is provided today, regional language coverage will only be offered during business hours and for specific products. English will be the only language available for after-hours assistance.

**Q12. Are the response time targets the same for all support contracts?**

Response times vary by support offering purchased and severity level of the problem being reported. Essential Support has a speedier response time target than Basic Maintenance Support. Response times are goals associated with the level of service purchased and the severity level and are not product-specific. Symantec's response time goals improve as a customer subscribes to higher levels of support.

**Q13. Will there be any changes to how AppStream customers obtain support?**

Yes; AppStream customers will now utilize the same methods for obtaining support as a Symantec customer.

**Q14. Will there be any changes to how AppStream customers open a Technical Support case online?**

Until 1 July 2008 AppStream customers should continue to view AppStream Technical support cases in the usual manner.

As of 1 July 2008 customers should begin opening Technical support cases via MySupport, which is available on the Symantec Support Web site.

<https://mysupport.symantec.com>

**Q15. Will there be any materials available to assist a customer in utilizing MySupport?**

Yes; a Knowledgebase article has been created that details how to sign up for and utilize MySupport. For more information, visit

<https://kb.altiris.com/article.asp?article=42309&p=1>.

**Q16. Will there be any changes to how AppStream customers open a Technical Support case by phone?**

Until 1 July 2008 an AppStream customers should continue to call their original AppStream phone number.

As of 1 July 2008 customers should begin utilizing the Symantec Technical Support phone numbers which provides a greater range of in country phone numbers to contact technical support.

[http://www.symantec.com/business/support/techsupport\\_global.jsp](http://www.symantec.com/business/support/techsupport_global.jsp)

**Q17. Will AppStream customers be able to email support to open a case?**

As of 1 July 2008 the Appstream email address of [support@appstream.com](mailto:support@appstream.com) will no longer function and cases should be opened at MySupport or by the customer calling Technical Support.

**Q18. Will the AppStream Support site still be accessible for opening cases or viewing Support Technotes?**

As of 1 July 2008 the Appstream support Web site will redirect customers to the Symantec Support Web site for case creation and Technical Support knowledge.

**Q19. Will there be any materials available to assist a customer in utilizing the Symantec Support Web site?**

Yes, a Knowledgebase article is being created that details what will be available on the Symantec Support Web site for the AppStream products. For more information, visit <https://kb.altiris.com>.