

Basic Coverage for Non-Essential Systems

Protect Your Investments.

Every computing environment requires reliable technical support and timely software updates. Symantec Basic Maintenance is an ongoing investment in your Symantec software technologies — and your business. This package is designed to help you keep your non-essential systems current with the latest Symantec software updates.

Symantec Basic Maintenance Services includes:

- Access to the latest content, product enhancements, patches, and upgrades to enable you to keep your products current.
- Access to our call center during business hours for general inquiries and assistance with problem resolution.

Unparalleled Experience and Expertise.

With Symantec Basic Maintenance Services, you benefit from 15 years of award-winning experience in ensuring the security, availability, and integrity of information of some of the world's largest organizations. In fact, more than 99% of Fortune 1000 companies have Symantec technologies installed.

As a Symantec Support Services customer, you always have highly trained, highly experienced, highly skilled professionals working to solve your issues. Positioned across the globe, our support professionals hold numerous industry certifications for applications and operating systems.

Best Practices Ensure a Consistent Experience.

Symantec Support Services' exceptional best practices continue to lead the industry — driving change that allows us to meet new and emerging customer needs. A recent SSPA (Service and Support Professionals Association) award recognized our global support and delivery team for its standardized approach to capturing customer feedback, analyzing the responses, and implementing changes based on our findings. Symantec Support Services also was honored with Omega's NorthFace ScoreBoardSM Award in both 2004 and 2005 for consistently exceeding customer expectations, as well as the WebStar award for a superior customer service website from Supportgate.com in 2000.

Choose Symantec Basic Maintenance if:

- Your primary need is access to the latest security content, patches, or new version updates and upgrades that keep your systems current.
- You require minimal phone assistance during standard business hours only.
- You're looking for Symantec's lowest-price service plan.

Symantec Basic Maintenance Services

60-minute response target for Severity 1 issues	√
24x7x365 access to updates and patches	√
Call Center access during business hours	√
Two designated callers per product title	√
Technical support news bulletin subscription services	√
Symantec security alert notifications	√
Option for additional designated callers	√



SYMANTEC SUPPORT SERVICES FEATURES MATRIX

Enterprise Support and Maintenance Services	Basic Maintenance	Essential Support	Business Critical Services			
			Remote Product Specialist	DataCenter	National	Global
Severity One Response Time Targets	1 hour	30 minutes	15 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business hours	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable software upgrades, updates, and patches	✓	✓	✓	✓	✓	✓
Designated Callers	2 per Product Title	6 per Product Title	6 per Product Family	Unlimited	Unlimited	Unlimited
Remote Product Specialist			✓			
Business Critical Account Manager (BCAM)				Remote BCAM	Designated BCAM	Global BCAM
Business Critical Engineer (BCE)				✓	✓	✓
Onsite Visits (Fly-to-Site)				2	6	20
Tailored Account Support Plan					✓	✓
Quarterly Account Reviews					✓	✓
Account Case History Reports					✓	✓
Network Link Assessment				Option	✓	✓
Impact Alerts					✓	✓

More information

Contact your Symantec Reseller or visit our website at www.symantec.com/support_maintenance/basic/

To get details on product coverage for your area, call toll-free 800 745 6054. Or visit

www.symantec.com

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