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Purpose

The purpose of this document is to communicate Symantec's Support Renewal Policy to our Channel Partners and Customers.

Policy

This policy establishes guidelines for the following areas:

- Renewal Pricing by Program
- Quoting and Notifying Customers/Partners
- Preferred Proof of Purchase
- Co-Terminating
- Renewing Early
- Reinstating Support after Lapse

Pricing

Renewal Pricing for Products Purchased in Symantec's Licensing Programs

Customers will receive renewal notifications and quotes with MSRP pricing for support in the Licensing Program they are entitled to or in which they are enrolled.

Rewards Program: Price band and corresponding renewal SKUs will be determined using customer's Symantec Agreement Number (SAN) to identify the total accumulated points in the Contract Administration Module (CAM) in Oracle.

Express, Government and Academic Programs: Price band and corresponding renewal SKUs will be determined based on the total transaction quantity included on the renewal notification.

Quoting and Notifying

Sixty to ninety days prior to support expiration, Symantec will prepare renewal notifications and deliver them to our customers and partners. Customers who receive Basic Maintenance Services will be quoted using both Basic Renewal and Essential Renewal SKUs and may elect to renew at either support level. Customers who receive Essential Support Services will be quoted using Essential Renewal SKUs only, but may request a quote for Basic Renewal SKUs and subsequent downgrading of their support contract.

Co-Terminating

Co-termination is a process available to customers that own two or more Symantec licenses with different support expiration dates. Co-termination allows the customer to prorate the term of one or more of their licenses to establish a single renewal date for multiple license contracts.

Rewards Program: The co-termination feature is available beginning with the customer's first anniversary date. The co-termination date can either be the customer's program anniversary date or they may select a different date that meets their needs.

Express, Government and Academic Programs: Co-termination is not a built-in feature of these programs but is available upon request.

NOTE: In cases where a customer has made purchases through multiple Licensing Programs, the renewal dates may be co-terminated. However, a separate quote for each Licensing program renewal must be generated.

Proof of Purchase and Renewal ID

Symantec requires Proof of Purchase for all renewal orders. All Customer Renewal Notifications and Quotes reference a Renewal ID. Renewal IDs are the preferred form of Proof of Purchase when submitting renewal orders to Symantec.

WHY USE RENEWAL ID?

- Renewal ID differs from other forms of Proof of Purchase as it allows Symantec to automatically link support to the correct license and apply the correct support start & end dates.
- Partners can also validate Renewal ID online using the 'Look-Up' tool available on PartnerNet. This allows orders to be validated prior to submitting to Symantec.

- This streamlines the ordering process significantly as order discrepancies can be identified earlier in the cycle thereby reducing administrative burden.

Although Renewal ID is Symantec's preferred form of Proof of Purchase, Symantec will continue to accept:

- Install base report with Reference Numbers
- Original Order Number
- Certificate Number
- Symantec Agreement Number (SAN)* - for Rewards program only

NOTE: *This form of Proof of Purchase may not allow Symantec to correctly identify which licenses are being renewed. If Symantec cannot determine or locate the licenses, the order will be placed on hold and additional information will be requested.

Renewing Early

If a customer, or partner on their behalf, requests to renew their Support Agreement any time prior to the Support expiration date (including earlier than 90 days), this request will be processed and does not require any special approval.

Reinstating Support

Customers should renew their Support agreement prior to its expiration date. If a customer has allowed their Support agreement to lapse, Symantec reserves the right to require the customer to reinstate the agreement following one of these processes:

- Products with an Upgrade SKU (Security Products and BackupExec):** The customer will have a **90-day grace period** to renew their Support agreement. After the grace period, customers must reinstate their Support agreement by purchasing an Upgrade SKU and a new Support agreement (either as separate SKU's or as a bundle). The Support agreement start date will correspond to the purchase date of the Upgrade and new Support agreement.
- Products without an Upgrade SKU (Remainder of Availability Products):** The customer's renewal of their Support agreement will be charged from the **date of expiration of their prior Support agreement**. Moreover, the customer may be subject to an administrative handling fee equal to twenty-five percent (25%) of the total Support agreement fee for the period between the date of expiration of their prior Support agreement and the effective date of the reinstatement. The start date of the new Support agreement will be backdated to the original Support agreement's expiration date.

Delaying Initial Purchase of Support

For customers that purchase a new license without an initial support contract, there is a **90 day grace period** within which the customer may purchase a new support contract without incurring any fees or penalties. The new support contract will be back-dated to the purchase-date of the original license. Initial maintenance/support SKUs should be used in this scenario.

If a customer chooses to purchase a new support contract more than 90 days after the initial license purchase, an **Upgrade SKU** must be purchased. Support will start from the transaction date.

If an Upgrade SKU does not exist (for majority of Availability products), then an Initial Maintenance SKU must be purchased. The Support start-date will be retroactive to the purchase-date of the original license & the transaction may be subject to an additional reinstatement fee equal to twenty-five percent (25%) of the support fee calculated on the length of the unsupported period.

NOTE: If a new product version has been released since the purchase date of the original license then an Upgrade SKU must be purchased.

Tools

Renewal ID Status Tool

Symantec encourages our partners to use the Renewal ID Status Tool that is available on PartnerNet. The tool provides detailed SKU and quantity information and displays the status of renewal notification line items associated with the Renewal ID. Consequently, Partners can now validate their orders prior to submission. This behavior will ensure orders are submitted without errors thus meaning faster turn-around times.

Enrollment in the Symantec Partner Program and PartnerNet login credentials are required to access this tool. To obtain more information about the Symantec Partner program and the enrollment process, please visit <https://partnernet.symantec.com/Partnercontent/Login.jsp>

Definitions

- **Basic Maintenance Services:** Symantec support offering that provide access to product upgrades and support during regional standard business hours
- **Essential Support Services:** Symantec support offering that provides 24x7 access to Symantec's technical experts and access to product upgrades.
- **Co-Termination:** Process of aligning support end-dates, across some or all of a customer's license-catalogue, to a single common end-date.
- **Discount:** A reduction of price from Standard Buy Price.
- **Proof Of Purchase (POP):** A process Symantec uses to validate support entitlement and/or upgrade entitlement.
- **Reinstatement Fee:** A late-fee applied to renewal orders that meet particular criteria.
- **Renewal ID:** An encrypted renewal identification number which appears on Renewal Notifications / Quotes. Renewal ID is Symantec's preferred proof of purchase reference.
- **Renewal ID Status Tool:** New search tool on Symantec's PartnerNet website that will provide status of Renewal IDs, detailed SKUs and quantities associated with the Renewal ID queried.
- **Renewal Quote:** A formal pricing document stating a rate for a specific period of time for a support offering.
- **SKU:** Stock Keeping Unit; Part Number.
- **Symantec Agreement Number (SAN):** Refers to the Contract I.D. or the unique number issued to a customer when purchasing from Symantec. A SAN identifies a specific Licensing program relationship with a customer.