

# • ASIA PACIFIC •

## Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

**Technical Support and Customer Service solutions vary by country.** If you have questions about the services described below, please refer to the section “Worldwide Service and Support” at the end of this chapter.

### How to register your Symantec product

- 1 If your packaged product includes a preprinted registration card please complete this card and drop it in the mail.
- 2 If your packaged product incorporates Live Registration you have the option to
  - a register electronically during the installation process or
  - b choose the print option from within the registration wizard and fax or drop the card in the mail.

Registering your Symantec product qualifies you for technical support, disk and manual replacements, and other valuable services. You can register your Symantec product in the following ways:

- Fill out Symantec's online Registration Form at:
  - **English**  
<http://www.symantec.com/ap-register>

## Virus definitions updates

If your software program contains the LiveUpdate feature, you can click on the LiveUpdate button to automatically download and install virus definitions. You can also obtain virus definitions files on the Internet at:

**<http://www.symantec.com/avcenter/index.html>**

Alternatively, you can order regular virus definition updates for your consumer product from Symantec to arrive by post. This service requires a fee. To order, call your local Symantec Customer Service Centre. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local customer service number.

## Technical support

Symantec offers an array of technical support options designed for your individual needs to help you get the most out of your software investment. For more information, please visit our Technical Support web site.

**[http://www.symantec.com/region/au\\_nz/techsupp/policy.html](http://www.symantec.com/region/au_nz/techsupp/policy.html)**

## World Wide Web - Free support

The Symantec World Wide Web site (<http://service.symantec.com>) is the doorway to a set of online technical support solutions where you will find the following services:

### Interactive problem solver

Symantec's online interactive problem solver (known as the Support Genie) helps you solve problems and answer questions about many Symantec products.

### Product knowledgebases

Product knowledgebases enable you to search thousands of documents used by Symantec Support Technicians to answer customer questions.

### FAQs

Frequently Asked Questions documents, also known as FAQs, list commonly asked questions and clear answers for specific products.

### Discussion groups

Discussion groups provide a forum where you can ask questions and receive answers from Symantec online support technicians.

## FTP

Point your Web browser to <http://service.symantec.com> to search for and download technical notes and software updates. You can also click the LiveUpdate button in programs enabled with this feature to automatically download and install software updates and virus definitions.

Other Symantec support options include the following:

<b>America Online</b>	Type Keyword: SYMANTEC to access the Symantec forum.
<b>CompuServe</b>	Type GO SYMANTEC to access the Symantec forum.

## Support for old and discontinued versions

When a new version of this software is released, registered users will receive upgrade information in the mail. Telephone support will be provided for the previous version for a limited time after the release of the new version. Technical information may still be available through online support.

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will only be available for discontinued products through online services. See the section “Technical support” for online service options.

## Customer Service

Symantec’s Customer Service department can assist you with non-technical questions. Call Customer Service to:

- Obtain information about Technical Support.
- Fulfill your request for product literature or demonstration disks.
- Find out about dealers and consultants in your area.
- Replace missing or defective CDs, disks, manuals, etc.
- Update your product registration with address or name changes.

You can also visit Customer Service online at [www.symantec.com/custserv](http://www.symantec.com/custserv) for the latest Customer Service FAQs, to find out the status of your order or return, or to post a query to a Customer Service discussion group.

## Worldwide Service and Support

Symantec provides Technical Support and Customer Service worldwide. Services vary by country and include International Partners who represent Symantec in regions without a Symantec office. For general information, please contact the Symantec Service and Support Office for your region.

### Service and Support offices

#### AUSTRALIA

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Symantec Australia  
Level 2, 1 Julius Avenue  
North Ryde, NSW, 2113  
Australia

Web Site

<http://www.symantec.com.au>

Main Number +61 2 8879 1000

Customer Service +61 2 8879 1005

Fax +61 2 8879 1001

Upgrade Centre 1800 810 101

#### Technical Support:

Free Support via the web

<http://service.symantec.com>

Free support options include our online Knowledge Base and the ability to email a support technician

#### Fee-Based Support via phone

Ph: 1300 368 089

All telephone-based support is chargeable. This includes installation and configuration issues.

#### CHINA

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Symantec China  
Room 202 Sigma Centre  
No 49 Zhi Chun Road  
Haidian District  
Beijing 100080  
China P.R.C.

Main Number +86 10 6264 8866

Technical Support +86 10 6264 8866

Fax +86 10 6257 4838

Upgrade Centre +86 10 6874 8599

Web site

<http://www.symantec.com/cn>

## HONG KONG

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Symantec Hong Kong  
Central Plaza  
Suite #3006  
30th Floor, 18 Harbour Road  
Wanchai  
Hong Kong

Main Number	+852 2528 6206	Technical Support	+852 2528 6206
Fax	+852 2526 2646	Upgrade Centre	183 3303
Web site	<a href="http://www.symantec.com.hk">http://www.symantec.com.hk</a>		

## INDIA

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Symantec India  
Hermes Business Centre  
13B, Bakhtawar  
229, Nariman Point  
Mumbai 400 021, India

Main Number	+91 22 282 8613 / 8614		
Fax	+91 22 288 0699		
Web site	<a href="http://www.symantec.com/india">http://www.symantec.com/india</a>		

## KOREA

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Symantec Korea  
6F Woowon Bldg  
129-18 Samsung-dong  
Kangnam-Ku  
Seoul  
South Korea 135-729

Main Number	+822 3420 8600	Technical Support	+822 3420 8650
Fax	+822 3452 1610		
Customer Support & Upgrade Centre	+822 080 5678 200		
Web site	<a href="http://www.symantec.co.kr">http://www.symantec.co.kr</a>		

## MALAYSIA

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Symantec Malaysia  
31-3A Jalan SS23/15  
Taman S.E.A.  
47400 Petaling Jaya  
Selangor Darul Ehsan  
Malaysia

Main Number	+603 705 4910	Technical Support	1800 880 455
Fax	+603 704 9280	Upgrade Centre	1800 801 542
Web site	<a href="http://www.symantec.com.my">http://www.symantec.com.my</a>		

## NEW ZEALAND

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Symantec New Zealand  
Level 5, IBM Building  
385 Queen Street  
Auckland Central 1001  
New Zealand

Web Site <http://www.symantec.co.nz>  
Main Number +64 9 375 4100 Fax +64 9 375 4101  
Upgrade Centre 0800 445 304

### Technical Support:

Free Support via the web <http://service.symantec.com>

Free support options include our online Knowledge Base and the ability to email a support technician

**Fee-Based Support via phone** Ph: 0800 442 795

All telephone-based support is chargeable. This includes installation and configuration issues.

## SINGAPORE

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Symantec Singapore  
3 Phillip Street  
#19-00 Commerce Point  
Singapore 048693

Main Number +65 239 2000 Technical Support +65 239 2099  
Fax +65 239 2001 Upgrade Centre 1800 470 0730  
Web site <http://www.symantec.com.sg>

## TAIWAN

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Symantec Taiwan  
6F-10, No.51, Sec. 2,  
Keelung Rd., Taipei,  
Taiwan, R.O.C.

Main Number +886 2 2739 9168 Technical Support +886 2 2739 6068  
Fax +886 2 2739 9968 Upgrade Centre +886 080 053 763  
Web site <http://www.symantec.com.tw>

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