

• LATIN AMERICA •

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 "Your Contact Information at a Glance" at the end of this chapter.

Registering your Symantec product

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

- Use the LiveReg feature from within the program, during the installation process (if your Symantec product offers this feature)
- Fill out Symantec's online Registration Form at:
 - **Latin America/Spanish:**
http://www.symantec.com/region/mx/techsupp/cs_register.html
 - **Latin America/Portuguese:**
http://www.symantec.com/region/br/techsupp/cs_register.html
- Register over the telephone by calling Symantec's Customer Service office for your location. Telephone numbers are listed in "Your Contact Information at a Glance" at the end of this chapter.
- If there is a registration card included with your product, please complete it and post to the address indicated.

- If your address changes, you can notify Symantec of your new address details by calling Symantec's Customer Service office for your location. Telephone numbers are listed in "Your Contact Information at a Glance" at the end of this chapter.

NEWS BULLETINS

News Bulletins are sent via email to provide you with the latest information about Symantec products, promotions, product upgrades, free trialware downloads, virus definitions and virus alerts, product tips and tricks, and much more.

Point your browser to one of the following web sites to visit the News Bulletins section of the Symantec Service and Support web site for your region:

- **Latin America/Spanish:**
<http://www.symantec.com/region/mx/subscribe/registracion.html>
- **Latin America/Portuguese:**
<http://www.symantec.com/region/br/subscribe/registracion.html>
- **US/English:**
<http://www.symantec.com/techsupp/bulletin/>

Definition Updates

With the purchase of certain Symantec products, you receive, for a limited time, a free subscription to one or more types of protection updates, via LiveUpdate (virus, firewall, privacy, or ad blocking). If your software program contains the LiveUpdate feature, you can click on the LiveUpdate button to automatically download and install your subscription definitions.

You can also obtain virus definitions files on the Internet at:

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

There is a charge for updating your subscription protection after your free subscription period expires. You have two options for continuing your award winning protection:

- *You may choose to upgrade and purchase the latest version of Norton AntiVirus, Norton SystemWorks, Norton Personal Firewall, or Norton Internet Security, which would add the latest functionality available. In addition to the latest functionality, your subscription service will also be extended for another year.
- Alternatively you may choose to renew your subscription service by purchasing an annual subscription to Symantec's Update Services.

To obtain more information on purchasing an annual subscription in Latin America, please visit one of the following web sites:

- **Latin America/Spanish:**
<http://service.symantec.com/mx/>
- **Latin America/Portuguese:**
<http://service.symantec.com/br/>

If you are also running older versions of Norton products

If you already have an older Norton product installed on your computer, the LiveAdvisor button on the menu bar of your 2000 Norton product will be removed upon installation of a 2001 Norton product. However, as LiveAdvisor is no longer being used for information delivery, this is no loss in functionality to you. As was outlined in the final LiveAdvisor messages, Symantec has replaced the LiveAdvisor delivery mechanism with information at the following locations:

Symantec web sites:

- **Latin America/Spanish:**
<http://www.symantec.com/region/mx/>
- **Latin America/Portuguese:**
<http://www.symantec.com/region/br/>
- **US/English:**
<http://www.symantec.com/>

Product-specific newsletters:

- **Latin America/Spanish:**

<http://www.symantec.com/region/mx/subscribe/registracion.html>

- **Latin America/Portuguese:**

<http://www.symantec.com/region/br/subscribe/registracion.html>

- **US/English:**

<http://www.symantec.com/techsupp/bulletin/index.html>

Service and Support

Symantec offers an array of technical and non-technical presales support options designed for your individual needs to help you get the most out of your software investment.

Free Web Support is available on Symantec's Service and Support web sites. Free support is also available via Symantec's Fax on Demand system (U.S. (English), Spain).

World Wide Web and FTP

Symantec's Internet site provides unlimited access to technical/presales, product and company information (Free Web Support).

On the web site you can:

- View Frequently Asked Questions (a compilation of the most commonly asked questions and answers about Symantec products) (US English)
- Search the Symantec Technical and Presales Knowledge Bases (online collections of technical and Presales queries and their answers) (US English)

Post a message in one of the discussion groups ("Ask Symantec" is a discussion group where questions can be submitted and a Symantec technician will respond in one (1) business day).

Other options (US English) include the Symantec Service and Support Troubleshooter (which via a few simple questions, will painlessly take you to the information you want to find) and Top Issues (published top issues for each product) and Chat Now! Interactive Support (fee-based).

Please refer to "Your Contact Information at a Glance" at the end of this chapter for Symantec's Service and Support web site addresses.

If your software program contains the LiveUpdate feature, you can click on the LiveUpdate button to automatically download and install software updates and virus definitions. You can also access product updates and virus definitions on the Service & Support web site or you can go directly to our FTP site to download technical notes and software patches at:

<ftp.symantec.com>

Automated fax retrieval system (US English, Spanish)

Symantec's automated fax retrieval system can be used 24 hours a day to receive general product information and technical notes on your fax machine. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local Fax On Demand number.

Telephone Support

Symantec provides fee-based telephone technical support for Consumer Products.

Customers can purchase support on a per incident basis directly from a support technician or on an annual subscription basis from Customer Service.

Please contact your Symantec Customer Service office for information and advice regarding Symantec's support offerings for your region. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your Free Web Support Internet address and/or local customer service number.

Support for old and discontinued versions

Once a new version (upgrade) of your product is released, technical support will continue to be provided for the previous version for a limited time after the release of the new version. Technical information may still be available on the Symantec World Wide Web site and automated fax retrieval system.

When Symantec announces that a product will no longer be marketed or sold, fee-based technical support will be discontinued 60 days later. Support will only be available for discontinued products as documentation posted on the Symantec World Wide Web site or via our automated fax retrieval system.

Customer Service

Symantec's Customer Service office can assist you with your presales enquiries, such as:

- General product information (eg. features, pricing, language availability, dealers in your area etc.)
- Basic troubleshooting such as how to check your product version number
- Latest information on product updates and upgrades
- How to update/upgrade your product
- Fulfillment of product literature or trialware
- Replacement of missing or defective CDs, manuals, etc. (if available for your location)
- Updating your product registration with an address or name change
- *Ordering Norton AntiVirus definition subscriptions and other update services
- Advising on Symantec's technical support options
- Ordering technical support subscriptions for consumer products (if available for your location)

Extensive Customer Service information can be found on the Symantec Service and Support web site and can also be obtained by calling the Symantec Customer Service office for your location. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local customer service number and web addresses.

Your Contact Information At A Glance

Symantec Service and Support Websites – Latin America

Latin America/Spanish:	www.service.symantec.com/mx/
Latin America/Portuguese:	www.service.symantec.com/br/
US/English:	www.service.symantec.com/
Symantec FTP:	ftp.symantec.com (Download Technical notes and the latest patches)

Visit Symantec Service & Support on the web - search the technical and presales support knowledge bases, read product FAQs (Frequently Asked Questions), post your query to one of the discussion groups and more. At the US site, use the Service and Support Troubleshooter to help you quickly and easily find the information you need, or make your selection from the menu, if you already know where to find your specific information.

Symantec Desktop Technical Support – Latin America

Symantec provides FREE technical support via the Service and Support website.

Please note that telephone technical support is a chargeable service.

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

SYMANTEC CSC **(Central, South, & Caribbean)**

Cerrito 1054 Piso 9
Capital Federal
1010 Buenos Aires
Argentina, SA

Atencion al cliente en Argentina

"Ask Symantec" Free Web Support:
Telefono: +54 (11) 4315 0889

www.service.symantec.com/mx/

SYMANTEC MEXICO

Blvd Adolfo Ruiz Cortines,
No. 3642 Piso 14
Col. Jardines del Pedregal
Ciudad de México, D.F.
C.P. 01900
México

Atencion al cliente en Mexico

"Ask Symantec" Free Web Support:
Telefono: +(52) 5-661 6120

www.service.symantec.com/mx/

SYMANTEC AMÉRICA LATINA
CENTRO REGIONAL DE SERVICIO AL
CLIENTE Y SOPORTE TÉCNICO
(All Spanish/English Latin American Countries)

175 W. Broadway
Eugene, OR 97401
USA

"Ask Symantec" Free Web Support:

www.service.symantec.com/mx/

SYMANTEC BRASIL

Market Place Tower
Av. das Nações Unidas
13.497 - 12º andar
Itaim São Paulo - SP
CEP: 04794 000
Brasil, SA

Serviço e Suporte

"Ask Symantec" Free Web Support:

www.service.symantec.com/br/

Symantec Desktop Technical Support – Other Countries

Internet Free Web Support:

<http://www.symantec.com/region/es/techsupp/index.html>
Spain + (34) 91 6625255

Internet Free Web Support:

<http://www.symantec.com/techsupp/index.html>
US +1 (541) 984 2490 (FOD Document Number 933000).

Fax on demand system

Symantec's Fax On Demand system (FOD) is a menu-driven literature response facility. By calling the appropriate number below, you will be guided through an option menu using your telephone keypad. Your choice of information will be automatically sent to you via fax.

Spain + (34) 91 662 4021

US + 1 (541) 984 2490

Symantec Customer Service, Other Countries

Spain:

Internet Web Site:

<http://www.symantec.com/region/es/custserv/>
+34 (91) 662 4413

U.S.:

Internet Web Site:

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

US +1 (541) 334 6054

US +1 (541) 984 2490 (FOD)

Symantec Corporation (Global Site):

<http://www.symantec.com/globalsites.html>

Spain + (34) 91 6624413

US +1 (541) 334 6054

Symantec Customer Service - Correspondence Address (Europe)

Symantec Ltd

Customer Service Centre

Europe, Middle East and Africa (EMEA)

PO Box 5689

Dublin 15

Ireland

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