

# McAfee Perpetual Plus Licensing Program

## Long-Term Savings, Easy to Use, and World-Class 24/7 Support

### Overview

Available from eleven nodes upward, McAfee® Perpetual Plus Licensing Program is an enhanced volume license program providing customers of all sizes with a fast and easy procurement option for purchasing McAfee software licenses and appliances. This program combines a perpetual license with one year of PrimeSupport® Priority Plus (24/7). Further value is offered through the McAfee reorder feature, allowing customers to purchase additional software and support at their highest previous volume discount band.

### Key Program Features

- Volume-discount rewards for larger purchases
- Reorder option accommodates additional purchases
- Allows budget flexibility
- PrimeSupport Priority Plus provides 24/7 technical support and software maintenance
- Fulfilment through a reseller of choice
- PrimeSupport Priority Plus can be purchased in additional one-year increments
- Special pricing for academic and government institutions
- Customer-friendly, transactional program
- Customers of any size can take advantage of this program
- Grant letters are distributed (via e-mail or postal mail) within forty-eight hours

### More Savings with Reorders

To make it easy, convenient, and budget-friendly for growing companies to procure security products, the new McAfee Perpetual Plus Licensing Program offers customers the ability to place additional orders at the volume discount band of their largest previous order.

### Reorders

The reorder option allows customers to make subsequent purchases of any product available on the McAfee Subscription

Plus or McAfee Perpetual Plus price list at the band level of their initial or previous order for a minimum of five nodes. The valid license Grant number of the order must be referenced on all reorders.

Please note that reorders are not cumulative, nor do they guarantee a customer a specific price.

- Customers are responsible for using the most appropriate Grant number
- Reorders utilize the SKU of the band being honored
- Reorders are for license and support offered on the McAfee Perpetual Plus Licensing Program price list or McAfee Subscription Plus Program price list
- License Grant numbers can be used to place a reorder purchase for a maximum of two years
- Reorders are honored within the country of original purchase
- Reorders are honored for the entity that established the band level

### Annual 24/7, Unlimited Incident Protection

The McAfee Perpetual Plus Licensing Program combines one year of 24/7, unlimited incident technical support and software maintenance in a standard license combination offering.

PrimeSupport Priority Plus provides customers with priority telephone access to the McAfee experienced technical support team. After business hours, English telephone access is available for emergency product assistance when critical operations are affected.

PrimeSupport also entitles customers to updates, upgrades, and critical DAT files.

### PrimeSupport Enterprise Plus

PrimeSupport Enterprise Plus is an upgrade to PrimeSupport Priority Plus and includes a dedicated Enterprise Support Account Manager.

The following additional options are also available:

- PrimeSupport Enterprise Plus Additional Language adds one language
- PrimeSupport Enterprise Plus Additional Contact adds three contacts
- PrimeSupport Enterprise Plus Global Extension provides Global Enterprise Support Account Manager

### Purchase Options

Band	No. of Nodes
Band A	11–25
Band B	26–50
Band C	51–100
Band D	101–250
Band E	251–500
Band F	501–1,000
Band G	1,001–2,000
Band H	2,001–5,000
Band I	5,001–10,000
Band J	10,001+

### Available McAfee Products

Please refer to the current McAfee Price Book

- McAfee Active Threat Protection
- McAfee Active Virus Defense
- McAfee Active Virus Defense SMB Edition
- McAfee Active Mail Protection
- McAfee Active VirusScan
- McAfee Active VirusScan SMB Edition
- McAfee Desktop Firewall™
- McAfee ePolicy Orchestrator®
- McAfee eXtended Policy Support
- McAfee GroupShield® for Mail Servers with ePO™
- McAfee LinuxShield™
- McAfee PortalShield™ for SharePoint
- McAfee SecurityShield™ for Microsoft® ISA Servers
- McAfee SpamKiller® for Mail Servers with ePO

McAfee SpamKiller for SecurityShield  
McAfee SpamKiller Appliance Anti-Spam Software  
McAfee Virex® for Macintosh  
McAfee VirusScan® for NetApp  
McAfee VirusScan for PDA  
McAfee 3100, 3200, and 3300 Appliances  
McAfee WebShield® Appliances Anti-Virus Software  
McAfee WebShield SMTP  
McAfee VirusScan Command Line Scanner Standard  
McAfee Anti-Spyware Enterprise Edition Module (FCS March 05)

#### **Product Groups Not Included**

McAfee Managed Services  
McAfee Intrusion Prevention Solutions  
McAfee eBusiness Server

#### **Purchase Process and Policies**

##### **Purchase Order Information**

Required information when placing an order: company name; end-user contact name, phone number, and e-mail address; SKU; product name; and quantity of nodes.

##### **First-Time Orders**

A minimum purchase of eleven nodes is required to enter the McAfee Perpetual Plus Licensing Program. Software fulfillment can be completed through a free-of-charge media kit and/or a software download.

##### **Grant Letters**

A McAfee Grant letter will be sent to end customers within forty-eight hours of receiving the purchase order. The Grant letter confirms the details of the product purchased and the license terms, and is used to validate access to software online.

##### **Renewing PrimeSupport**

PrimeSupport should be renewed every year in order to keep McAfee software up-to-date and to have access to world-class technical support.

Late renewal of PrimeSupport Priority Plus will require the renewal entitlement start date and end date to be backdated to the original expiry date. An additional out-of-support fee may be applied.

The following information is required:

- Grant number of the associated license

##### **Crossgrade Option**

Utilizing McAfee crossgrade SKUs provide the ability to upgrade a smaller McAfee suite solution to a higher, more inclusive, McAfee suite solution. McAfee order rules for crossgrading are:

- The Grant number for the existing McAfee suite is required
- Crossgrading requires two SKUs: the crossgrade license SKU and the corresponding crossgrade PrimeSupport SKU
- The crossgrade PrimeSupport SKU must be cotermed to the end date of the customer's current PrimeSupport entitlement
- If the customer's current PrimeSupport entitlement is within one month of expiry, the higher, more inclusive McAfee suite PrimeSupport SKU may be used. This entitlement will start at the expiry date of the current PrimeSupport entitlement
- Once crossgraded, additional out years of PrimeSupport may be purchased utilizing the more inclusive McAfee Suite Solution PrimeSupport renewal SKU