



McAfee® McAfee Protect Plus Licensing Program

Long-term savings, ease of use, and world-class 24/7 support

Overview

Available for purchases of 11 nodes or more, McAfee® Protect Plus Licensing Program is an enhanced volume-licensing program providing customers of all sizes with a fast and easy procurement option for purchasing McAfee software licenses and support. This program combines a perpetual license with one year of McAfee Gold Technical Support (24/7). The McAfee reorder feature offers additional value by 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
- Gold Technical Support provides 24/7 technical support and software maintenance
- Fulfilment through reseller of choice
- Special pricing for academic and government institutions
- Customer-friendly, transactional program
- Customers of any size can take advantage of this program
- Grant Letters distributed within 48 hours

More Savings with Reorders

The reorder feature allows customers the ability to place additional orders (reorders) at their highest volume-discount band (Protect Plus reorder band). This allows McAfee to provide consistent and competitive band-level pricing to our customers for their software security solutions. All Protect Plus Program products are eligible to use the reorder feature. Refer to the current McAfee Price Book under the Protect Plus section. Eligible products have a "P+" in the product description. (Please note that reorders are not cumulative, nor do they guarantee a customer a specific price.)

Reorder use rules

- The highest volume-discount band or Protect Plus reorder band is the band of the largest node purchase placed for Protect Plus products; the Grant Number from this purchase is referenced on all subsequent orders when placing reorders
- A minimum of five nodes is required for reorders
- Use the SKU and price of the Protect Plus reorder band
- The Grant Number of the Protect Plus reorder band must be referenced
 - Customers are responsible for referencing the most appropriate Grant Number/license; if they fail to reference their largest node Grant Number, no corrections can be made after the order is processed
 - Only the end-user location specified on the license Grant Letter is entitled to use their Grant Number as a reorder reference
 - Grant Numbers can be used for reorders for two years from the referenced grant start date

McAfee Gold Technical Support: Unlimited Incident Protection

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

McAfee Gold Technical Support provides rapid response to an issue or outbreak any time of day or night by certified support technicians. Gold Technical Support provides product updates and upgrades, 24/7 phone support, online services such as the McAfee Virtual Technician and chat support, product evaluations, and notifications for threats and updates.

Product updates/upgrades

- Since the latest versions of your products are included with Gold Technical support, you remain secure
- Daily updates of anti-virus signature files protect you from the latest threats

Telephone access to skilled technicians

- 24/7 support with unlimited access and no need for named contacts
- Regular updates on the status of open cases
- Security certified support engineers
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in 14 languages

Protect Plus Volume Discount Bands

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+



Eligible McAfee Products

Please refer to the current McAfee Price Book. Includes all SKU types for the following products:

McAfee Active Virus Defense	McAfee Policy Auditor for Desktops
McAfee Active VirusScan	McAfee Policy Auditor for Servers
McAfee Anti-Spam Module for McAfee GroupShield®	McAfee Port Control
McAfee AntiSpyware Enterprise with McAfee ePolicy Orchestrator® (ePO™)	McAfee PortalShield™ for Microsoft SharePoint with ePO
McAfee Device Control	McAfee Remediation Manager
McAfee Endpoint Encryption for Devices	McAfee Remediation Manager Network Access Control Module
McAfee Endpoint Encryption for Files and Folders	McAfee SecurityShield™ for Microsoft ISA Servers with ePO
McAfee ePolicy Orchestrator (ePO)	McAfee Total Protection for Data
McAfee Flashbox®	McAfee Total Protection for Endpoint (formerly McAfee Total Protection™ for Enterprise)
McAfee GroupShield for Mail Servers with ePO	McAfee Total Protection for Endpoint—Advanced
McAfee Host Data Loss Prevention	McAfee VirusScan® Command Line Scanner Standard
McAfee Host Intrusion Prevention for Desktops with ePO	McAfee VirusScan for Macintosh
McAfee Host Intrusion Prevention for Servers with ePO	McAfee VirusScan for NetApp
McAfee LinuxShield™ with ePO	McAfee VirusScan Mobile Enterprise
McAfee Network Access Control with ePO	McAfee WebShield® SMTP

Renewing Support and Upgrading

Renewing Gold Technical Support

McAfee Gold Technical Support should be renewed every year to keep McAfee software up to date and to have access to world-class technical support.

Late renewal of Gold Technical Support will require the renewal entitlement start date and end date to be backdated to the original expiration date. An additional out-of-support fee may be applied.

Upgrading McAfee software solutions

McAfee provides an easy and flexible way to upgrade current McAfee Anti-Virus Suite customers to the McAfee Total Protection for Endpoint solutions.

Upgrading offers great revenue and profit opportunities while providing customers with a more comprehensive and integrated solution.

Only four upgrade SKUs. To upgrade, customers simply purchase the upgrade SKU for the solution they require:

- McAfee Total Protection for Endpoint—Advanced upgrade
- McAfee Total Protection for Endpoint upgrade
- McAfee Active Virus Defense upgrade
- McAfee Active VirusScan upgrade

Purchase Process and Policies

Purchase order information

The following information is required when placing an order:

- End-user company name
- End-user contact name
- End-user phone number
- End-user email address
- SKU
- Product name
- Quantity of nodes

First-time orders

A minimum purchase of 11 nodes is required to enter the McAfee Protect Plus Licensing Program. Software fulfilment can be completed through a free-of-charge media kit and/or a software download at <http://www.mcafee.com/us/enterprise/downloads/index.html>.

Grant Letters

A McAfee Grant Letter will be sent to end customers within 48 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 Support and Upgrading (continued)

Ordering rules for the new upgrade SKUs. A customer must own a perpetual license for a McAfee suite solution and must also be in support for the suite solution they are upgrading. The Grant Number for their existing suite solution must be referenced on the order.

The license and support entitlement for an upgrade will start the day the order for the upgrade SKU is processed at McAfee (unless the order refers to an approved McAfee quote for a future start date). After upgrading at renewal, customers renew the standard Gold Software Support SKU for their upgraded suite solution.

If a customer's current suite support expired within the past 30 days, McAfee provides an out-of-compliance 30-day grace period. This allows the customer to purchase an upgrade SKU, and allows that upgrade SKU's license and support to start on the day McAfee processes the order.

If a customer's current suite support expired more than 30 days ago, the customer must first renew that suite's support before upgrading to the new solution.