



McAfee Protect Plus Licensing Program

Table of Contents

Company Overview	3
McAfee Protect Plus Licensing Program Overview	4
McAfee Perpetual Plus Program Overview	6
McAfee Subscription Plus Program Overview	10
New Program Comparison	16
Additional Options to Procure McAfee Products	17
Frequently Asked Questions (FAQs)	18
McAfee Definitions	23

Company Overview

McAfee Has Complete, Best-of-Breed Solutions

The McAfee Protection-in-Depth™ lets you manage the security, availability, and performance of your technology infrastructure, from the network core to perimeter defense to complete desktop security. This strategy is built on McAfee's years of enterprise security experience, and comprises two solution families: McAfee Systems Protection Solutions and McAfee Network Protection Solutions.

McAfee System Protection Solutions

McAfee System Protection Solutions secure all layers of the desktop, server systems, and applications. Best-of-breed system protection solutions in the portfolio include: McAfee VirusScan® Enterprise 8.0i, McAfee Enterecept® for system intrusion prevention; and McAfee SpamKiller® for blocking unsolicited e-mail. These solutions are all managed by McAfee's centralized system security management console, McAfee ePolicy Orchestrator® (ePO®), which delivers policy management and reporting of both McAfee and third-party security solutions.

McAfee Network Protection Solutions

McAfee Network Protection Solutions protect both large and smaller distributed networks from attacks. Best-of-breed network protection solutions in the portfolio include: McAfee SCM Appliances with WebShield® and SpamKiller® to secure content as it passes into and out of the corporate network, and class-leading McAfee IntruShield® for network intrusion prevention.

More information about McAfee and its products, services, sales, customer service, and technical support can be found online at: www.mcafee.com.

McAfee Protect Plus Licensing Program Overview

McAfee Protect Plus Licensing Program is a procurement offering that provides customers with the flexibility of buying whenever it suits them best. In this way, it literally adapts to the way each of our customers does business. Available for companies of all sizes, McAfee Protect Plus Licensing makes it easier for companies to protect their networks from the edge to the core, while enjoying the benefits and price advantages of a volume-purchase program. Licensed Products on the Protect Plus Licensing Program come bundled with PrimeSupport Priority Plus. This proprietary support program provides customers with one year of unlimited, world-class, 24/7 technical support and software maintenance to ensure the highest levels of customer satisfaction.

In short, the McAfee Protect Plus Licensing Program sets a new standard for ease of doing business when customers license our best-of-breed McAfee System Protection Solutions. That is the benefit of adaptable licensing; that is the power of the McAfee Protect Plus Licensing Program.

Two Volume Purchase Options: The McAfee Protect Plus Licensing Program Gives Customers a Choice

The McAfee Perpetual Plus Program

This perpetual licensing program is designed for businesses of all sizes. Specifics include:

- Available from eleven nodes upward
- Offers perpetual licenses bundled with one year of PrimeSupport Priority Plus
- McAfee reorder feature
- Ten volume price bands
- Applies to McAfee AV software and hardware solutions (appliances)

The McAfee Subscription Plus Program

This two-year subscription program is suited for larger companies. Specifics include:

- Available from 2,001 nodes and up
- Offers two-year subscription license bundled with one PrimeSupport Priority Plus year of
- McAfee reorder and cotermination features
- Three volume price bands
- Applies to McAfee AV software solutions only

Key Program Features and Benefits for End Users

McAfee Protect Plus Licensing adapts to the way our customers do business.

- Fulfillment is available through the McAfee partner of choice
- One program for software and hardware (appliances), with its consistent terms and conditions, provides an easier procurement process

McAfee Protect Plus Licensing provides greater value for the dollar.

- Special pricing for government and educational institutions
- Designed to enable companies of any size to take advantage of volume discounts
- McAfee reorder feature enables customers to purchase additional software licenses and PrimeSupport Priority

Plus at their highest previous volume discount band

- McAfee Protect Plus Licensing comes bundled with PrimeSupport Priority Plus, ensuring the highest levels of customer satisfaction. One year of unlimited, world-class, 24/7 technical support and software maintenance comes standard with all licensed products
- Easy product upgrade paths

PrimeSupport Priority Plus: Bundled for Worry-Free Protection

PrimeSupport Priority Plus adds tremendous value to our licensing program by guaranteeing that every customer benefits from unlimited, world-class, 24/7 technical support and software maintenance for the first year.

PrimeSupport Priority Plus provides customers with 24/7 self-support capabilities through the online PrimeSupport ServicePortal—delivering anytime, anywhere access to our online repository of technical knowledge, as well as 24/7 telephone access to McAfee's experienced Priority technical support team. After business hours, English-language telephone support is available.

PrimeSupport Priority Plus also provides customers with entitlement and online access to all software upgrades, updates, and critical security components such as new DAT files, as they become available. For continued access to software updates/upgrades and 24/7 telephone support, customers can purchase additional PrimeSupport Priority Plus service in one-year increments.

Placing Your Order: It Has Never Been Easier

Customers are free to purchase from the McAfee partner of their choice. Information needed at the time of order is: company name, customer contact name, phone number, and e-mail address; SKU; product name; and number of nodes. Within forty-eight hours of receiving an order, McAfee will send a grant letter to the customer confirming the details of the product purchased and the license terms. This letter will be used to validate access to software online. Software fulfillment can be completed through a free media kit or a software download.

McAfee Perpetual Plus Program Overview

Available from eleven nodes and up, Perpetual Plus is a simple licensing program that provides customers with the flexibility of buying whenever is best suited for them. It adapts to the way each customer does business, providing unmatched asset management. License products on this program come bundled with PrimeSupport Priority Plus, which provides customers with one year of unlimited, world-class, 24/7 technical support and software maintenance. In short, McAfee Perpetual Plus makes it easier for companies of all sizes to protect their organizations from the edge to the core of their networks.

Key Program Features and Benefits

Perpetual Plus adapts to the way our customers do business.

- No contracts and the flexibility of buying as needed increase the ease of doing business
- Fulfillment is available through the McAfee partner of choice
- One program for software and hardware (appliances), with consistent terms and conditions, provides easier procurement

Perpetual Plus provides greater value for the dollar.

- Special pricing for government and educational institutions
- Designed to enable companies of any size to take advantage of volume discounts
- McAfee reorder feature enables customers to purchase additional software licenses and PrimeSupport Priority Plus at their highest previous volume discount band

Target Audience

The target audience for the McAfee Perpetual Plus Program is any customer that needs protection for eleven nodes or more—small, medium, and large enterprises alike.

Volume Purchase Bands

<i>Band</i>	<i>Number of Nodes</i>
A	11–25
B	26–50
C	51–100
D	101–250
E	251–500
F	501–1,000
G	1,001–2,000
H	2,001–5,000
I	5,001–10,000
J	10,001+

The McAfee Reorder Feature: Lock in the Savings

Our differentiated reorder feature provides customers with the advantage of purchasing additional software licenses and PrimeSupport Priority Plus at their highest previous volume discount band. Reorder guidelines are as follows:

- The reorder feature can be used on any license or PrimeSupport Priority Plus product on the Perpetual Plus

or Subscription Plus Price Book

- Customers are responsible for using the most appropriate license grant number
- Minimum of five nodes
- Reorders utilize the SKU of the band being honored
- A valid license grant number is required
- The license grant number can be utilized for two years to reorder
- Reorders are honored within the country of original purchase
- Reorders are honored for the entity that established the band level
- The McAfee reorder feature provides the customer the highest previous volume band discount but does not guarantee the actual SKU price

PrimeSupport Priority Plus: More Value, Less Worry

PrimeSupport Priority Plus comes bundled with every Perpetual Plus license and offers one year of:

- Full access to online PrimeSupport ServicePortal at <https://mysupport.nai.com/>
- Unlimited, 24/7 telephone access, toll-free where available, to technical support (English-only after hours)¹
- 24/7 online access to all software updates and upgrades, including new product versions and patches
- Global or multi-regional support included²
- Access to Signature (DAT) file and engine updates for McAfee products

Customers can purchase additional one-year increments of PrimeSupport Priority Plus. Please note that late renewal of PrimeSupport Priority Plus 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 apply.

PrimeSupport Enterprise Secure Plus: A Premium Level of Support

To further enhance support, customers can upgrade to PrimeSupport Enterprise Secure or Secure Plus. These premium support programs give customers a comprehensive and efficient way to get the most out of their investments in McAfee software.

As part of the McAfee Protection-in-Depth Strategy, PrimeSupport Enterprise Secure/Secure Plus offers a variety of valuable service options that are available for the life cycle of the product and that provide the technical support and software maintenance needed to ensure that all McAfee System Protection and Network Protection Software solutions are functioning optimally. Specifically, PrimeSupport Enterprise Secure provides:

¹ PrimeSupport provides English and native language support; additional language support is available at a fee where applicable

² Connect level support in Japan (9am-9pm local time)

Account Management

- An assigned ESAM will work closely with your management and technical staff to reduce problems and ensure issues are resolved in the most efficient and timely manner
- Hands-on planning and project reviews to help you identify potential security, protection, and service improvements before they can impact your business

Proactive Services

- Weekly delivery of a PrimeSupport-created newsletter, containing important information on developments at McAfee—from resolutions to current product issues, as well as new developments from McAfee Research and our product development teams
- PSVANS proactive alert notification service, delivering the critical virus-, vulnerability-, and product-related alerts your business depends on to ensure maximum threat protection

Online Support Technologies

- Our award-winning PrimeSupport ServicePortal (<https://mysupport.nai.com/>) provides a comprehensive, searchable collection of support tools
- Online creation, tracking, and management of PrimeSupport incidents, providing an easy-to-use method for monitoring the history and progress of support incidents and resolutions

Responsive Services

- Direct line access to your ESAM throughout the business day, with documented PrimeSupport Enterprise Response Charter providing the peace of mind that assistance is just an e-mail or phone call away 24 x 7.

Applicable McAfee AV Solutions for the McAfee Perpetual Plus Program

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 Appliance Anti-Virus Software
- McAfee WebShield SMTP
- McAfee VirusScan Command Line Scanner Standard
- McAfee Anti-Spyware Enterprise Edition Module (FCS March 05)

First-Time Orders

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

Renewals of PrimeSupport Priority Plus

PrimeSupport can be purchased in additional one-year increments with a valid grant number.

Grant Letters

A McAfee grant letter will be sent to 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.

Order Examples

Example 1

In March, a company places an order for 101 nodes (Band D) of McAfee Active Virus Defense. The following June, the same customer orders an additional 10 nodes.

The customer would be quoted:

<i>Product</i>	<i>Order Qty</i>	<i>Band</i>	<i>Order Qty</i>	<i>Band</i>
McAfee Active Virus Defense	101	D	10	D
Reference grant number of the 101 node purchase				

Example 2

In February, a customer places an order for 1,500 nodes (Band G) of McAfee Active VirusScan Suite. In April, that customer orders 100 nodes of McAfee Virex for Macintosh.

The customer would be quoted:

<i>Product</i>	<i>Order Qty</i>	<i>Band</i>
McAfee Active VirusScan Suite	1500	G
McAfee Virex for Macintosh	100	G
Reference grant number of the 1500 node SAV purchase		

Example 3

The customer from Example 2 is renewing their second year of PrimeSupport Priority Plus for both McAfee Active VirusScan and McAfee Virex.

The customer would be quoted:

<i>Product</i>	<i>Order Qty</i>	<i>Band</i>
McAfee Active VirusScan Suite PrimeSupport Priority Plus	1500	G
McAfee Virex PrimeSupport Priority Plus	100	G
Reference grant number of the 1500 node SAV purchase (validates PS renewal for SAV and reorder band for Virex)		
Reference grant number of the 100 nodes of Virex purchase (validates PS renewal for Virex)		

When customers are renewing PrimeSupport and utilizing the Protect Plus Licensing reorder feature. Two grant numbers are required:

- The license grant number of the product. This is a standard policy for all PrimeSupport renewals. This validates the customer is eligible to renew PrimeSupport for that particular product.
- The license grant number of the previous Protect Plus Licensing purchase that indicates the Price Band the product is being reordered at. This is a standard policy for all Protect Plus Licensing reorders.

McAfee Subscription Plus Program Overview

McAfee Subscription Plus provides a two-year subscription license combined with the benefits of a volume license

program. The two-year subscription license is bundled with PrimeSupport Priority Plus, which provides customers with one year of unlimited, world-class, 24/7 technical support and software maintenance. In short, McAfee Subscription Plus makes it easier for enterprise companies to protect their organizations from the edge to the core of their networks.

Key Program Features and Benefits: The Flexibility and Value of Subscription Licensing

Subscription Plus adapts to the way our customers do business.

- No contracts and the flexibility of buying as needed increase the ease of doing business
- Cotermination feature improves asset management
- Fulfillment is available through the McAfee partner of choice
- Enables enterprise companies to manage licensing on a fixed-term basis
- Subscription Plus provides greater value for the dollar.
- Special pricing for government and educational institutions
- McAfee reorder feature enables customers to purchase additional software licenses and PrimeSupport Priority Plus at their highest previous volume discount band

Subscription Plus offers a two-year subscription license bundled with one year of PrimeSupport Priority Plus. The second year of PrimeSupport Priority Plus is required and can be purchased at any time during the two-year subscription license term.

Target Audience

The target audience for the McAfee Subscription Plus Program is any large customer that needs protection for 2,001-plus nodes.

Volume Purchase Bands

<i>Band</i>	<i>Number of Nodes</i>
H	2,001–5,000
I	5,001–10,000
J	10,001+

The McAfee Reorder Feature: Lock In the Savings

Our differentiated reorder feature provides customers with the advantage of purchasing additional software licenses at their highest previous volume discount band. Reorder guidelines are as follows:

- The reorder feature can be used on any license and PrimeSupport Priority Plus product on the Perpetual Plus or Subscription Plus Price Book
- Customers are responsible for using the most appropriate license grant number
- Minimum of five nodes
- Reorders utilize the SKU of the band being honored
- A valid license grant number is required
- The license grant number can be utilized for two years to reorder
- Reorders are honored within the country of original purchase
- Reorders are honored for the entity that established the band level
- The McAfee reorder feature provides the customer the highest previous volume band discount, but does not guarantee the actual SKU price

PrimeSupport Priority Plus: More Value, Less Worry

PrimeSupport Priority Plus comes bundled with every Subscription Plus license and offers one year of:

- Full access to online PrimeSupport ServicePortal at <https://mysupport.nai.com/>
- Unlimited, 24/7 telephone access, toll-free where available, to technical support (English-only after hours)³
- 24/7 online access to all software updates and upgrades, including new product versions and patches
- Global or multi-regional support included⁴
- Access to Signature (DAT) file and engine updates for McAfee products
- Customers can purchase additional one-year increments of PrimeSupport Priority Plus. Please note that late renewal of PrimeSupport Priority Plus 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 apply.

PrimeSupport Enterprise Secure Plus: A Premium Level of Support

To further enhance support, customers can upgrade to PrimeSupport Enterprise Secure or Secure Plus. These premium support programs give customers a comprehensive and efficient way to get the most out of their investments in McAfee software.

As part of the McAfee Protection-in-Depth Strategy, PrimeSupport Enterprise Secure/Secure Plus offers a variety of valuable service options that are available for the life cycle of the product and that provide the technical support and software maintenance needed to ensure that all McAfee System Protection and Network Protection Software solutions are functioning optimally. Specifically, PrimeSupport Enterprise Secure provides:

Account Management

³ PrimeSupport provides English and native language support; additional language support is available at a fee where applicable

⁴ Connect level support in Japan (9am-9pm local time)

- An assigned ESAM will work closely with your management and technical staff to reduce problems and ensure issues are resolved in the most efficient and timely manner
- Hands-on planning and project reviews to help you identify potential security, protection, and service improvements before they can impact your business

Proactive Services

- Weekly delivery of a PrimeSupport-created newsletter, containing important information on developments at McAfee—from resolutions to current product issues, as well as new developments from McAfee Research and our product development teams
- PSVANS proactive alert notification service, delivering the critical virus-, vulnerability-, and product-related alerts your business depends on to ensure maximum threat protection

Online Support Technologies

- Our award-winning PrimeSupport ServicePortal (<https://mysupport.nai.com/>) provides a comprehensive, searchable collection of support tools
- Online creation, tracking, and management of PrimeSupport incidents, providing an easy-to-use method for monitoring the history and progress of support incidents and resolutions

Responsive Services

- Direct line access to your ESAM throughout the business day, with documented PrimeSupport Enterprise Response Charter providing the peace of mind that assistance is just an e-mail or phone call away 24 x 7.

Cotermination of Subscription Licenses: Improving Asset Management

- Cotermining occurs when there are additional license purchases for the same product
- Cotermining a second subscription license purchase can also utilize the reorder feature
- A valid grant number is required
- The new end date is required
- The price is prorated in full months
- A McAfee Discount Authorization Form is required

Applicable McAfee AV Solutions for the McAfee Subscription Plus Program

Please refer to the current McAfee Price Book

- McAfee Active Threat Protection
- McAfee Active Virus Defense
- McAfee Active Mail Protection
- McAfee Active VirusScan

- McAfee Desktop Firewall
- McAfee ePolicy Orchestrator (ePO)
- 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 Virex for Macintosh
- McAfee VirusScan for NetApp
- McAfee VirusScan for PDA
- McAfee WebShield SMTP
- McAfee VirusScan Command Line Scanner Standard
- McAfee Anti-Spyware Enterprise Edition Module (FCS March 05)

First-Time Orders

A minimum purchase of 2,001 nodes is required to enter the McAfee Subscription Plus Program. Software fulfillment can be completed through a free-of-charge media kit and/or a software download.

Second-Year PrimeSupport

For McAfee 2-year subscription licenses bundled with the 1st year of PrimeSupport Priority (2.1P) the second year of PrimeSupport is required and can be purchased at any time during the first year of the 2 year subscription term. A Grant number is required. McAfee will start the second year of PrimeSupport at the end of the first year of PrimeSupport.

Expired Subscription Licenses

When a subscription license expires and is not renewed prior to the end of the subscription period, continued installation of the product is not permitted.

Subscription License Renewal Policy

Late renewal of McAfee Subscription license products 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.

Grant Letters

A McAfee grant letter will be sent to 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.

Order Examples

Example 1

In April, a customer places an order for 2,700 nodes of McAfee Active Virus Defense. In August, the customer orders 500 nodes of McAfee SpamKiller for Mail Servers.

The customer would be quoted:

Product	Order Qty	Band
McAfee Active Virus Defense Sub 2:1P Lic	2,700	H
McAfee Active Virus Defense 1YR PrimeSupport Priority Plus	2,700	H
McAfee SpamKiller for Mail Servers Sub 2:1P Lic	500	H
McAfee SpamKiller for Mail Servers 1 YR PrimeSupport Priority Plus	500	H

Reference valid grant number of the McAfee Active Virus Defense Sub 2:1P Lic for the McAfee SpamKiller for Mail Servers reorder.

Example 2

The customer has a multiple site network with 2,550 (Band H) desktops, 15 servers, and 600 mobile users and is interested in McAfee Active Virus Defense. The total node count for this organization is 3,165 (2,550+15+600).

The customer would be quoted:

Product	Order Qty	Band
McAfee Active Virus Defense 2:1P Lic	3,165	H

Example 3

In May 2003, the customer purchased 2,500 nodes of McAfee Active Virus Defense Subscription Plus 2:1P Lic (two-year subscription license, plus one year of PrimeSupport Priority Plus) licenses. In August 2003, the same customer purchases additional 50 nodes of McAfee Active Virus Defense Subscription 2:1P licenses.

The additional 50-node subscription 2:1P price is prorated to reflect the full twenty-one months to coterminate with the initial purchase. Per McAfee's cotermin policy, the original grant number and the end date must be referenced. The same grant number validates this order as a reorder at Band H.

For the second year of PrimeSupport Priority Plus, utilizing one-year Priority Plus SKU, 2,550 nodes can be purchased at Band H and coterminated to end in May 2005. The same original grant number must be referenced.

The customer would be quoted:

<i>Product</i>	<i>Order Qty</i>	<i>Band</i>	<i>Reorder Qty</i>	<i>Band</i>
McAfee Active Virus Defense Subscription Plus 2:1P Valid grant number is required	2,500	H	50	H

New Program Comparison

McAfee Protect Plus Licensing Program

McAfee Perpetual Plus Program McAfee Subscription Plus Program

	<i>McAfee Perpetual Plus Program</i>	<i>McAfee Subscription Plus Program</i>
<i>Overview</i>	Available from eleven nodes upward, the McAfee Perpetual Plus program is an enhanced volume license program providing customers with multiple volume discount bands, world-class technical support, and the ability to place reorders for license products.	The McAfee Subscription Plus program is an enhanced volume license program providing enterprise (2,000-plus nodes) customers with the flexibility of subscription licensing.
<i>License Types Offered</i>	Perpetual License bundled with one year of PrimeSupport Priority Plus.	Two-year Subscription License bundled with one year if PrimeSupport Priority Plus.
<i>Procurement Process</i>	Transactional. Customer's initial order sets the band level.	Transactional. Customer's initial order sets the band level.
<i>Scope</i>	The McAfee Perpetual Plus program is available to customers regionally. The reorder option is available to the entity that established the band level.	The McAfee Subscription Plus Program is available regionally. The reorder option is available to the entity that established the band level.
<i>Customer Profile</i>	Business of any size, corporate, education, and government entities.	Medium to large businesses, corporate, education and government entities.
<i>Price Bands</i>	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+	Band H 2,000-5,000 Band I 5,000-10,000 Band J 10,001+

<i>Minimum Order</i>	Yes: Eleven node. Appliances sold in units of one.	Yes: 2001 nodes.
<i>Reorders</i>	Yes: A minimum of five nodes. Appliances can be ordered in quantities of one; customer has the ability to utilize a license grant number for two years to reorder license and PrimeSupport Priority Plus products.	Yes: A minimum of five nodes. Customer has ability to utilize a license grant number for two years to reorder license and PrimeSupport Priority Plus products.
<i>Products Offered</i>	McAfee anti-virus software, McAfee 3000 Series Appliances and relative appliance software.	McAfee anti-virus software.
<i>PrimeSupport</i>	PrimeSupport Priority Plus: 24/7 technical support and software maintenance; PrimeSupport Enterprise Secure Plus: Assigned ESAM.	PrimeSupport Priority Plus: 24/7 technical support and software maintenance; PrimeSupport Enterprise Secure Plus: Assigned ESAM.
<i>Media Delivery</i>	Media packs acquired separately, or products available for download.	Media packs acquired separately, or products available for download.

Additional Options to Procure McAfee Products

McAfee Multi-Node Packs

McAfee License Packs are available for McAfee anti-virus products. These packs are preconfigured media kits for five, ten, and for certain products, twenty-five and fifty users. Customers must register with McAfee to obtain their grant number for PrimeSupport Priority 24/7 service. Multi-node PrimeSupport can be registered at:

<https://mercury.nai.com>.

Key Features

- Perpetual license bundled with one year of Priority Support
- Available through a broad-reseller channel
- Perfect for small business procurement
- PrimeSupport Priority provides 24/7 technical support and 24/7 software maintenance
- Available for a variety of McAfee anti-virus products

McAfee Managed Service Program

Small- and medium-sized businesses that lack budget, time, and resources to implement a best-practice security solution can now outsource the headache to the experts at McAfee. McAfee's online Managed Service Program provide small- to medium-sized customers with hassle-free security solutions for desktop and file server; anti-virus and desktop firewall protection; and anti-virus e-mail screening and vulnerability assessment.

Key Features

- One- or two year subscription licenses
- PrimeSupport Priority bundled with the subscription license
- Available for a variety of McAfee anti-virus products
- Special for Government and Education institutions
- Starts at 2 nodes for most product offerings

Frequently Asked Questions (FAQs)**What Is the Overall Change?*****What Is Changing with McAfee's Current License Product Offering?***

McAfee Protect Plus Licensing Program provides customers with the flexibility of buying whenever it suits them best. In this way, Protect Plus Licensing literally adapts to the way each of our customers does business. Bundled into the purchase of each license is our support program, PrimeSupport Priority Plus. This program provides customers with one year of unlimited, world-class 24/7 technical support and software maintenance, ensuring the highest level of customer satisfaction. And it includes our differentiated McAfee reorder feature, which allows customers to purchase additional software licenses and PrimeSupport Priority Plus at their highest previous volume discount band.

Specifically, new features include:

- One program for software and hardware (appliances)
- Simplified SKUs
- Ten volume discount bands
- Bundled, renewable support with PrimeSupport Priority Plus
- Fulfillment through McAfee partner of choice
- Two program options to choose from

Please see the McAfee Protect Plus Licensing program guide for more information. This can be found at:

www.mcafee.com/us/support/licensing/.

Why Is McAfee Introducing the McAfee Protect Plus Licensing Program?

The McAfee Protect Plus Licensing Program makes it easier to provide companies of all sizes with complete protection— from the core to the edge of their networks. It is a simple procurement program that lets customers buy whenever it suits them best. In this way, it literally adapts to the way our customers do business. And it delivers significantly more value for the dollar when customers license our best-of-breed McAfee System Protection Solutions.

- McAfee reorder feature allows customers to purchase additional licenses and PrimeSupport Priority Plus at their highest previous volume price band

- Enables customers of any size to take advantage of volume discounts
- Special pricing for government and educational institutions
- Ensures that every customer benefits from unlimited, world-class 24/7 technical support and software maintenance for the first year

What Are The Different Ways I Can Purchase Licenses for McAfee Solutions after January 19, 2004?

The following options are available:

- McAfee Perpetual Plus Program is available from eleven nodes upwards
- McAfee Perpetual Plus and subscription Plus Programs are also available for the education and government markets
- McAfee Subscription Plus Programs available from 2,001 nodes upwards
- McAfee multi-node packs are available in five- and ten-user packs. Specific products available in twenty-five and fifty user packs
- McAfee Managed Services Program is available from two nodes and up for most product offerings

Is There a Minimum Order Requirement for Either McAfee Perpetual Plus or McAfee Subscription Plus?

Yes. The minimum order requirement for McAfee Perpetual Plus is 11 nodes, and for McAfee Subscription Plus, it is 2,001 nodes.

Who Can Purchase McAfee Perpetual Plus and McAfee Subscription Plus?

Customers of all sizes can take advantage of the McAfee Perpetual Plus Program. The McAfee Subscription Plus Program, starting at 2,001 nodes, is available for larger organizations. Both programs are offered in education and government discounts.

How Do I Order McAfee Perpetual Plus or McAfee Subscription Plus?

Through the McAfee Partner of your choice. Grant letters are mailed or e-mailed within forty-eight hours.

How Do Suite Crossgrades Work under McAfee Perpetual Plus and McAfee Subscription Plus?

All popular Suite Crossgrades are offered under the program.

There are two SKUs required for crossgrading up in a Suite Solution. The Suite Crossgrade License SKU (example: SV1CDE-DA) will upgrade an existing license to the upgrade suite license. The previous Suite software license grant number is required. The second SKU is the Suite Crossgrade PrimeSupport Priority Plus SKU (example: SA1YFM-AA). The Crossgrade PrimeSupport Priority Plus SKU must be cotermned to end with the customer's current support entitlement. After the purchase of these two SKUs, the customer now has entitlement to the upgrade Suite as well as PrimeSupport Priority Plus. Moving forward the customer would renew the standard PrimeSupport Priority Plus SKU for the upgraded Suite. Grant numbers are required.

Are McAfee Appliances Available under the McAfee Protect Plus Licensing Program?

Yes. McAfee 3100, 3200, and 3300 Appliances and appliance software are available on the McAfee Perpetual Plus Program. The 3000 Series Appliances are available at a per-unit price.

McAfee Appliance anti-virus software and McAfee SpamKiller Appliance anti-spam software are available starting at eleven nodes and at a minimum of five nodes for reorders.

McAfee Appliance hardware support is also available at a flat fee in same-day or next-day options.

What Is the Advantage of McAfee Protect Plus Licensing Program to McAfee Channel Partners?

The McAfee Protect Plus Licensing Program makes it easier for McAfee Partners to sell McAfee System Protection Solutions, providing their customers with complete protection from the core to the edge of their networks.

- Protection Plus fulfillment of McAfee Solutions by greatly reducing the number of SKUs and supporting all McAfee AV solutions in one program with consistent terms and conditions
- Protect Plus Licensing Program provides enhanced revenue opportunities by enabling partners to more easily cross-sell and up-sell to existing customers

McAfee Perpetual Plus

What Is the McAfee Perpetual Plus Program?

McAfee Perpetual Plus is a perpetual licensing program that makes it simpler for companies of all sizes to protect their organizations from the core to the edge of their networks. And it delivers higher value per dollar on volume purchases of our best-of-breed McAfee System Protection Solutions.

Available from eleven nodes upward, Perpetual Plus is a simple procurement program and provides our customers with the flexibility of buying whenever it suits them best. This program combines a perpetual license with one year of PrimeSupport Priority Plus (24/7). The McAfee reorder feature allows customers to purchase additional software licenses and PrimeSupport Priority Plus at their highest previous volume price band.

Why Has McAfee Introduced the McAfee Perpetual Plus Program?

The McAfee Perpetual Plus Program makes it easier to provide companies of all sizes with complete protection – from the core to the edge of their networks.

- Customers aren't locked into contracts; they purchase as needed
- McAfee reorder feature allows customers to purchase additional licenses and PrimeSupport Priority Plus at their highest previous volume price band
- Enables customers of any size to take advantage of volume discounts
- Special pricing for government and educational institutions
- Increased ease of doing business
- Fewer SKUs

- Ensures that every customer benefits from unlimited, world-class, 24/7 technical support and software maintenance for the first year

What McAfee Products Are Not Included in the McAfee Perpetual Plus Program?

McAfee Managed Services, McAfee eBusiness Server and McAfee Intrusion Prevention Solutions are not included.

What Level of Support Is Included with This Program?

McAfee Perpetual Plus Program licenses are combined with one year PrimeSupport Priority Plus. PrimeSupport Priority Plus provides customers access to unlimited, 24/7 technical support. After-hours English telephone access is available for emergency product assistance when critical operations are affected. PrimeSupport also includes software updates, upgrades, and DAT files.

Additionally, PrimeSupport Enterprise Secure and Secure Plus are available on McAfee Perpetual Plus. As part of the McAfee Protection-in-Depth Strategy, PrimeSupport Enterprise Secure/Secure Plus offers a variety of valuable service options that are available for the life cycle of the product and that provide the technical support and software maintenance needed to ensure all McAfee System Protection and Network Protection Software solutions are functioning optimally.

How Does Reordering Work?

The McAfee reorder feature allows a customer to make subsequent purchases of any McAfee software license products and PrimeSupport Priority Plus at the band level of their highest previous order, for a minimum order of five nodes. The grant number of the initial order must be referenced on all reorders.

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

- The reorder feature can be used on any license product and PrimeSupport Priority Plus product on the Perpetual Plus or Subscription Plus Price Book
- Customers are responsible for using the most appropriate license grant number
- Minimum of five nodes
- Reorders utilize the SKU of the band being honored
- A valid license grant number is required
- The license grant number can be utilized for two years to reorder
- Reorders are honored within the country of original purchase
- Reorders are honored for the entity that established the band level
- The McAfee reorder feature provides the customer the highest previous volume band discount but does not guarantee the actual SKU

On McAfee Perpetual Plus, Can a Customer Purchase More Than One Year of PrimeSupport Priority Plus?

Yes. A customer can order additional years of service in one-year increments.

McAfee Subscription Plus Program

What Is the McAfee Subscription Plus Program?

The McAfee Subscription Plus Program is a subscription licensing program that enables larger companies (2,001-plus nodes) to protect their IT infrastructures—from the core to the edge of their networks—with the flexibility of simplified licensing and a fixed-licensing term.

And it delivers more value per dollar on volume purchases of best-of-breed McAfee System Protection Solutions. This program offers a two-year subscription license combined with one year of PrimeSupport Priority (24/7). Further value is offered through the McAfee reorder feature, allowing customers to purchase additional software licenses and PrimeSupport Priority Plus at their highest previous volume discount band.

Why Has McAfee Introduced the McAfee Subscription Plus Program?

As a simple procurement program, subscription licensing provides our customers with the flexibility of buying whenever it suits them best. In this way, it adapts to the way our customers do business and provides unmatched budget predictability and manageability.

- Customers aren't locked into contracts; they purchase as needed
- McAfee reorder feature allows customers to purchase additional licenses and PrimeSupport Priority Plus at their highest previous volume price band
- A valid license grant number is required
- Special pricing for government and educational institutions
- Increased ease of doing business
- Fewer SKUs
- Ensures that every customer benefits from unlimited, world-class, 24/7 technical support and software maintenance for the first year

What Products Are Not Included in the McAfee Subscription Plus program?

- McAfee Managed Services
- McAfee eBusiness Server
- McAfee Appliance and appliance software
- McAfee Intrusion Prevention Solutions

How Does the Cotermin Option Work on McAfee Subscription Plus?

With McAfee Subscription Plus, the cotermination option allows customers with multiple subscription license agreements for the same product to align the agreement terms to end on the same date.

When Does the Second Year of PrimeSupport Priority Plus Need to be Purchased for My Two-Year

Subscription License?

At any time during the subscription license term, the second year of PrimeSupport Priority Plus must be purchased to enable the customer continued technical support and access to software updates, DAT files, and upgrades. The second year of PrimeSupport Priority will coterminate to the end of the subscription license term. The grant number of the subscription license purchase must be referenced.

What about Existing Subscription Customers?***My Customer Currently Has More Than 2,000 Subscription Nodes but Wants to Purchase an Additional 100 nodes. What Do I Sell?***

Customers who have purchased 2,001 nodes or greater of subscription licenses in 2003 on a single purchase order will be allowed to resume ordering on the McAfee Protect Plus Licensing Program, utilizing the reorder feature and referencing the previous license grant number.

My Customer Has 1,000 Subscription Nodes, Is Due for Renewal, and Is Considering a Competitive Product. Why Should He or She Buy into the McAfee Perpetual Plus License Program?

McAfee Perpetual Plus is competitively priced and offers the benefits of reordering and 24/7 technical support. Customers get more for their money by procuring through the McAfee Perpetual Plus Program.

McAfee Definitions

Competitive Upgrade License SKU—Provide customers a price incentive for replacing a competitor's product with a similar McAfee product.

Desktop—Personal desktop computers, portable computers, workstations, and similar devices used by an enterprise.

EULA (End User License Agreement)—Rules that govern how the end user can use the product once purchased.

Grant Letter—Confirmation letter of licenses and support, which lets the customer know how many times he or she can legally copy the media pack; support grant number provides access to that support service.

Software Volume License Program—Programs that establish terms and conditions for customers to receive volume discounts for purchasing right-to-copy licenses.

Licensing—How we license and enforce our products.

Media Kit—Boxed CD that may be supplied along with the license in order to install and use the software.

Node—A network connection identified by a unique network address, including workstations, file servers, thin clients, mail servers, and other devices attached to the network, which are used by an enterprise and meet the minimum

requirements for running any of the enterprise products.

Perpetual License—Allows a customer to install and use indefinitely a particular version of software.

PrimeSupport—Includes entitlements to upgrades, new versions, and DAT files, as well as the following levels of technical support.

- ServicePortal: 24/7 self-support service
- Priority Support: 24/7 support ; Unlimited incidents
- Enterprise: Personal, proactive support for most critical operations; assigned Enterprise Support Account Manager; available 24/7; unlimited incidents

Server—Includes file servers, mail servers, database servers, Web servers, and print servers, which are used by an enterprise and which meet the minimum requirements for running any of the enterprise products.

Subscription License—Allows a customer to use a specific product for a time-limited period.

Suite Crossgrade—Used when a customer is moving from one McAfee Suite Solution to a more robust McAfee Suite Solution.

Transactional Program—Software volume license program that establishes the price band for each order individually.

User/IP Address—Each person has a unique identifier; a user is an object in a directory or database and is defined as a physical entity.

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