

Carbon Black Partner - FAQs

- [Account Set Up & Finance](#)
- [Quotes & Pricing](#)
- [Orders & Returns](#)
- [Pre-Sales Support](#)
- [General](#)
- [Contact details](#) for your local Symantec | Carbon Black teams

Account Set Up & Finance

- Q How do I create a trading Account with Arrow if I don't already have one?**
- A** To set up a new account with Arrow please contact your local Symantec / Carbon Black team who will be able to guide you through this process.
- Q Can I increase my credit limit on my Arrow account?**
- A** Yes. This is done on a case-by-case basis. Contact your local Symantec / Carbon Black team who can advise you on how to do this.
- Q Can I get copies of invoices for my account?**
- A** Yes. Contact your local Customer Services team, and they can provide these for you.
- Q There is a credit issue with my account - who can I speak to?**
- A** Contact your local Credit Control team and they will be able to help you.
- Q Do you offer finance options on my account?**
- A** Yes. Arrow offer a range of finance options. Contact your local Symantec / Carbon Black team who will be able to advise you on this.
- Q Do you offer an upfront payment option?**
- A** Yes. Arrow can provide upfront payment options in certain circumstances. Contact your local Credit Control team and they will be able to help you.

Quotes & Pricing

- Q Who do I contact for a Carbon Black Quote?**
- A** Contact your local Symantec / Carbon Black quotes team who will be able to guide you through the quoting process.
- Q Who do I contact to advise when my End User renewal is due?**
- A** Contact your local Symantec / Carbon Black team who will be able to provide you with renewal date information. Renewal notifications will be sent to the end users 90-days, 60-days, and 30-days in advance of the renewal date.
- Q How do I find my customer Site ID and/or Contract Number?**
- A** Your Support Site ID and Contract Number are at the top of every Electronic Software Delivery (ESD) email issued by Broadcom. These are referred to as a Certificate and contain full details of the order placed.
- You can also find these details and information on all current active/inactive Carbon Black contracts under '**My Entitlements**' section within the Carbon Black licensing portal (login required):
- <https://support.broadcom.com/security> – Click on 'My Entitlements'
- <https://knowledge.broadcom.com/external/article/142873/manage-broadcom-site-ids>

Quotes & Pricing continued ...

Q Can I split or merge contracts?

A No. Contracts cannot be split or merged once the order has been placed. There are options to co-terminate existing contracts if required. Contact your local Symantec / Carbon Black team who will be able to advise you on this.

Q Are you able to send me an asset list for all my end user contracts/products?

A Yes. Arrow can provide full product information provided you are the incumbent partner for the original contract. If you are not the incumbent partner, you need to provide a written confirmation from the end user giving you permission to receive their installed base report. base.

Q Can I upgrade my current Carbon Black Estate?

A Yes. All contracts can be upgraded at any time. We will need the current contract and serial numbers to do this. Contact your local Symantec / Carbon Black team who will be able to help you with this.

Q Can I upgrade my current Carbon Black User Count?

A Yes. All user counts can be upgraded at any time. We will need the current contract and serial numbers to do this. Contact your local Symantec / Carbon Black team who will be able to provide advice with this.

Q Can I get a shorter co-terminated quote?

A Yes. Co-termed quotes can be set on a case-by-case basis and are subject to user count thresholds. Contact your local Symantec / Carbon Black quotes team who will be able to guide you through this process.

Q Can I get Deal Registration protection on net new Carbon Black commercial opportunities?

A Yes. Please contact your Local Symantec / Carbon Black who will be able to advise.

Q What information is required to raise an end user quote?

A To raise a quote, Arrow require: - End User name, Required Products, Quantities, Serial/contract numbers. If the quote is for a renewal, any changes to previous years' renewal have to be provided. Contact your local Symantec / Carbon Black team for further advice.

Q Do you charge late/reinstatement fees for renewals?

A Yes. Please contact your Local Symantec / Carbon Black who will be able to advise.

Q Is there a grace period for expired renewals?

A No. There can be no gap in service for expired product/contracts. Failure to renew on time can lead to loss of support and in some cases customer configuration settings will be lost. Contact your local Symantec / Carbon Black team for advice.

Q Can I get a quote for an End User based in a different Country?

A Yes. Please provide the details of the country/countries to your local Symantec / Carbon Black team and they will be able to put you in touch with the relevant in-country teams.

Q Which countries can I sell to?

A Austria, Belgium, Denmark, France, Finland, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and United Kingdom.

Orders & Returns

Q What information is required in order to raise a purchase order (PO)?

A To raise a PO, Arrow requires: - The Arrow quote reference number, the partner PO reference, full end user company name, partner contact name/email/telephone and total PO value.

Q What do I do if I have an issue with an order?

A Please raise the issue as soon as possible to your local Symantec / Carbon Black team. They will be able to advise of the best course of action.

Q Can I cancel my order?

A No. Arrow will not offer refunds or Return to Manufacturer Agreements (RMA) for unwanted orders.

Q The end user address on the order is wrong, how do I resolve this?

A Please give the correct address ID number as soon as possible to your local Symantec / Carbon Black team. They will contact Broadcom on your behalf to amend the address on the order. An RMA and rebooking may be required, the team will advise you on this.

Q Can I get a copy of the Proof of Delivery or Copy of the Contract for my order?

A Yes. Please contact your local Customer Service team for this information. You will need to provide us with your original Partner Purchase Order number.

Pre-Sales Support

Q Does Arrow have a Pre-Sales Team?

A Yes. Please contact your local Symantec / Carbon Black team.

Q How do I apply for an NFR or Internal Use Licenses?

A Please contact your Local Symantec / Carbon Black team who will be able to advise you

Q Can I temporarily extend the current license/s without placing a new order?

A No. All licenses need to be renewed prior to the expiry date with a minimum 12-months renewal contract.

General

Q How do I find the contact details for someone at Symantec / Carbon Black?

A Arrow handles all commercial customers; please contact your local Symantec / Carbon Black team and we will advise you on the best resolution.

Q Can I arrange a call to review my customers' agreements?

A Yes, please contact your local Symantec / Carbon Black team to begin the process.

Q How do I sign up to be a partner with Symantec / Carbon Black?

A Go to: <https://www.broadcom.com/how-to-buy>

Q Do you offer Marketing support for partners?

A Please contact your local Symantec / Carbon Black team for advice.

Q Does Arrow offer Education and Training options for partners and customers?

A Yes, we are an authorised training partner with centres across Europe. Partners can also visit Symantec / Carbon Black's Partner Portal, <https://partnerportal.broadcom.com/en.html> to access a variety of online courses and exams.

Q Where can I access the Broadcom Maintenance Policy Handbook

A <https://docs.broadcom.com/doc/broadcom-maintenance-policy-handbook>

Contact details for your local Symantec | Carbon Black teams

COUNTRY	SYMANTEC TEAM / CARBON BLACK TEAM	CUSTOMER SERVICES TEAM	CREDIT CONTROL TEAM
Austria	licensing.ecs.at@arrow.com	operations.ecs.at@arrow.com	cch.ecs.at@arrow.com
Belgium	networksecurity.ecs.be@arrow.com	customer-service.ecs.be@arrow.com	finance.ecs.be@arrow.com
Denmark	sales.ecs.dk@arrow.com	sales.ecs.dk@arrow.com	finance.ecs.dk@arrow.com
France	symantec or carbonblack.ecs.fr@arrow.com	customer-service.ecs.fr@arrow.com	credit-clients.ecs.fr@arrow.com
Finland	sales.ecs.fi@arrow.com	sales.ecs.fi@arrow.com	sales.ecs.fi@arrow.com
Germany	broadcom.ecs.de@arrow.com	credit-collection.ecs.de@arrow.com	rma.ecs.de@arrow.com
Ireland	symantec or carbonblack.ecs.uk@arrow.com	customerservice.ecs.uk@arrow.com	credit.control.ecs.uk@arrow.com
Italy	symantec or carbonblack.ecs.it@arrow.com	customers.ecs.it@arrow.com	Contact your Account Manager
Luxembourg	networksecurity.ecs.be@arrow.com	customer-service.ecs.be@arrow.com	finance.ecs.be@arrow.com
Netherlands	netsec.ecs.nl@arrow.com	customer-services.ecs.nl@arrow.com	netsec.ecs.nl@arrow.com
Norway	salg.ecs.no@arrow.com	salg.ecs.no@arrow.com	Creditlimit.ecs.dk@arrow.com
Portugal	symantec or carbonblack.ecs.pt@arrow.com	financeiro.ecs.pt@arrow.com	financeiro.ecs.pt@arrow.com
Spain	symantec or carbonblack.ecs.es@arrow.com	adminclientes.ecs.es@arrow.com	adminclientes.ecs.es@arrow.com
Sweden	Order.ecs.se@arrow.com	Order.ecs.se@arrow.com	Creditlimit.ecs.dk@arrow.com
Switzerland	sales.ecs.ch@arrow.com	sales.ecs.ch@arrow.com	sales.ecs.ch@arrow.com
United Kingdom	symantec or carbonblack.ecs.uk@arrow.com	customerservice.ecs.uk@arrow.com	credit.control.ecs.uk@arrow.com