



Dear Symantec Hosted Mail Security Customer,

Today, Symantec announced its intention to acquire MessageLabs (www.messagelabs.com) in an effort to continue the expansion of Symantec's Software as a Service (SaaS) business and offer you more choices as you look for flexible and cost-effective ways to protect your networks and corporate data. Bringing Symantec and MessageLabs together will provide you access to a greater number of SaaS solutions through a global network of data centers.

MessageLabs is the global leader in online services for messaging, securing more than 2.5 billion email connections and 1 billion web requests each day. The acquisition expands Symantec's position as a leading provider of SaaS solutions and signifies an important step in the continued acceleration of Symantec Protection Network, the Symantec platform for providing market-leading technologies to customers via online services.

MessageLabs has provided an email security service that is similar to Symantec™ Hosted Mail Security since 1999. MessageLabs has 14 data centers globally, over eight million users, and an installed base of 19,000 clients ranging from small business to the Fortune 500 located in more than 86 countries. Ultimately, this acquisition will provide a larger array of features and services for protecting and managing your email and other Internet communications.

We want to assure you that **Symantec will continue to support Symantec Hosted Mail Security customers through the term of their subscription.** Your existing service will remain supported, maintained and updated. Symantec will provide resources to support and assist you in your transition to the new MessageLabs email filtering service. Until the acquisition closes, Symantec and MessageLabs will continue to operate as separate companies, developing and delivering products as usual. Symantec's number one focus is satisfying our customers and we are fully committed to making the transition as smooth as possible.

For more information, please contact your sales representative. During the coming months we will be focused on jointly setting a combined roadmap for future online or hosted services and you can expect to hear more from us as this is finalized.

We greatly appreciate your business and look forward to establishing an even greater partnership with you.

Best regards,

Chuck Egress
Group Security Product Manager
Symantec Protection Network