

Overview

The following information is intended to provide an understanding of the migration paths for existing customers. It is Symantec's objective to provide our customers as smooth a transition as possible to assist in realizing the benefits of the new Symantec Buying Programs.

Symantec Buying Programs will be available from November 6, 2006, in parallel with Symantec's launch of our newly integrated order processing systems. As we move from our prior systems to the new integrated systems, we will have a transition period during which we continue to use our old ordering SKUs/processes under the current Symantec licensing programs to aid in managing outstanding quotes and purchase orders.

Key operational facts

Pre November 6 SKU's under the current licensing programs will be accepted through December 29, 2006.

After December 29, 2006, the NEW Buying Programs SKUs will be used to fulfill orders under both the new Buying Programs and prior licensing programs for contracts still in effect.

Why should I migrate?

The current Security or Availability licensing programs do not support the purchase of both product lines and therefore are being replaced with a new set of integrated Buying Programs.

This integration allows both Security and Availability products to be available in all licensing programs – offering our customers greater choice and simplicity in selecting the buying program that aligns with their specific business requirements.

Concurrent with that, our integrated order processing systems will require the use of Symantec's updated SKUs.

What Are the Benefits of the new Symantec Buying Programs?

- They include all Symantec software products (License, support and maintenance).
- Offers customers a consistent way to purchase Symantec Security and Availability software, as well as support and maintenance service options.
- The introduction of the Symantec Agreement Number (SAN) through which customers can effectively track all of their Symantec software license and renewal agreements.

Who will migrate to the new Symantec Buying Programs?

All current customers (including Value, VIP, Per Copy, Elite and Contract customers) will be eligible to participate in one of the new Buying Programs:

[Symantec Express](#)

[Symantec Rewards](#)

[Symantec Enterprise Options](#)

[Symantec Government](#)

[Symantec Academic](#)

Will I be notified about migrating to the new programs?

Yes. Existing Symantec customers will receive notification of the new buying program(s) for which they are eligible to participate, and will be given guidance on their next steps to start purchasing under the new programs.

If you are currently a Security and Availability customer you may receive two notifications. If the notifications reference different buying programs, please use the one that best fits your business needs.

What do I do if I have a current Availability contract with pricing options?

All existing customers under such contracts will use the Enterprise Options price list, with their current terms and conditions that are valid until expiration of contract (for availability solutions only). Includes VPA, Enterprise Flex, Other Site Licenses

Steps for Migration – By Customer Type

On November 6, 2006, customers may begin to migrate to the new Buying Program that best suits their business objectives.

Symantec Value Customers

What do I need to do to place my first order?

Choose the program that aligns with your specific business requirements then begin the ordering process. (Express, Government or Academic)

What are the steps to migrate to the new Buying Programs?

Action the following steps to migrate:

- Place an order with a Symantec Partner using the appropriate program
- You will receive your Symantec Agreement Number with your first purchase
- No signed contract required, terms and conditions are accepted when software is installed

Note: For ease of managing your ongoing Symantec orders, reference your Symantec Agreement Number (SAN) on all future orders

Symantec VIP Customers – Migration to Express, Government or Academic Programs

What do I need to do to place my first order?

Choose the program that aligns with your specific business requirements then begin the ordering process. (Express, Government or Academic)

What are the steps to migrate to the new Buying Programs?

Place an order with a Symantec Partner using the appropriate program.

- If customer has received a Symantec Agreement Number please reference on all future orders.
- If customer has not received a Symantec Agreement Number one will be generated with the first order
- No signed contract required, terms and conditions are accepted when the software is installed

Note: For ease of managing your ongoing Symantec orders, reference your Symantec Agreement Number (SAN) on all future orders

Symantec VIP Customers – Migration to Rewards Program

What do I need to do to place my first order?

All VIP Level C, D and Corporate E customers will be mapped to a Rewards Bands based on their current VIP level. Customers can purchase any products that were offered in the Legacy VIP Program (Backup Exec Product Family). They will need to provide their VIP agreement number with the order. There is no min order requirement against their VIP Agreement number during the migration period (November 6, 2006 through May 31, 2007).

What are the steps to migrate to the new Rewards Program?

Customers will receive an invitation to visit www.mysymantec.com or simply access the site to enroll online and accept the online Rewards Program terms and conditions.

1. Accessing www.mysymantec.com, select the migration option and using your VIP Agreement Number to commence your enrollment.
2. Symantec will waive the initial purchase requirements for enrollment prior to May 31, 2006.
3. Once you complete the online Rewards enrollment process:

- A Symantec Agreement Number (SAN) will be electronically delivered to you
- This SAN is the single reference which identifies your relationship with Symantec and is required on all future orders (for additional information refer to the Rewards Program Guide)
- Once customer receives their Symantec Agreement Number (SAN) you can commence purchasing all Symantec Software via your local Symantec Partner.

Can I continue purchasing with my VIP agreement number?

Yes. Customers wishing to continue purchasing via their current VIP agreement number will be able to do so until May 31, 2007 by purchase from their corresponding band in Rewards, yet will only have access to the VIP products (Backup Exec Suite). Customers who continue to use their VIP agreement number will not realize any accumulative benefits as defined in the Rewards program. Please note there also will not be any further accumulation of VIP points. All other products must be ordered through the Express Program at the band the order qualifies for, unless you enroll in Rewards via www.MySymantec.com. (See the Rewards Program Guide for additional details)

Please note: Rewards SKU's will be used on all orders for processing purposes only.

How will I purchase from Symantec after May 31, 2007 if I am not enrolled in Rewards?

If a VIP customer does not enroll in Rewards by May 31, 2007, they will be required to place all future orders in the [Express Program](#) effective June 1, 2007, and will then need to re-qualify for Rewards.

Symantec Elite Customers

What do I need to do to place my first order?

There are two (2) options for Elite Customers:

- 1. Elite customers can continue to purchase under their Elite Agreement until the expiration of their existing contract**
 - Using your Elite Contract Number
 - Order both availability and security products
 - Place Orders as outlined in the migration path
 - Prior to the expiration of the Elite agreement, accept the terms of the Rewards Program via www.MySymantec.com or order under Express Program after contract expiration
 - Any orders placed under the Elite contract number **will not** receive any point accumulation under the Rewards program.
- 2. Migrate to the new Rewards buying program before expiration of your Elite contract**
 - Elite customers will receive an invitation to visit www.mysymantec.com to enroll online and accept the Rewards Program terms and conditions. Select the migration option and using your Elite Agreement Number to commence your enrollment
 - Symantec will waive the initial purchase requirements for these migrating customers
 - Once Customer completes the online Rewards enrollment process:
 - A Symantec Agreement Number (SAN) will be electronically delivered. This SAN is the single reference number for doing business with Symantec under the Rewards Program, and is required for all Rewards orders
 - Once customer receives their Symantec Agreement Number (SAN), all software products can be ordered through the Rewards Program

Symantec "Per Copy" Customers

What do I need to do to place an Express order?

Place your order under the new respective program.

What are the steps to migrate to the new Buying Programs?

1. Place an order with a Symantec Partner using the appropriate program
2. You will receive your Symantec Agreement Number with your first purchase
3. The total units ordered will determine what band each order qualifies for
4. No signed contract required, terms and conditions are accepted when the software is installed.

For ease of managing your ongoing Symantec orders, reference your Symantec Agreement Number (SAN) on all future orders

Note: Per Copy customers wanting to join the Rewards Program can access the online enrollment application at www.MySymantec.com.

Symantec Security Contract Customers

What do I need to do in order to migrate?

- Current terms and conditions apply until the expiration of the contract
- Orders should be placed using the current Enterprise Contract Number at the band per the migration path
- Customers who want to migrate to a new buying program before their contract expiration date should contact their Symantec Account Manager

Symantec Availability Contract Customers

Applies to VPA, the Enterprise Flex program, and other site licenses. Continuation of existing site licenses and any VPA orders will be supported by using the Enterprise Options price list (Enterprise Price List)

What do I need to do in order to migrate?

- Current terms and conditions apply until expiration of the contract
- Only original Availability products can be ordered on the existing contract number
- Orders must be placed using the existing contract number
- Customers who would like to migrate to a new buying program for other purchasing before their contract expiration date should contact their Symantec Account Representative.

For More Information

For additional information regarding Symantec Buying Programs, please refer to www.symantec.com/buyingprograms or consult with a Symantec Partner. For a complete list of Symantec Authorized Partners in your region, refer to: <http://partnerlocator.symantec.com>