

North American Supplement to Program Guide Requirements for North American Channel Reseller Partners

This North American Supplement to the Partner Program Guide (“Supplement”) applies to U.S. and Canadian Channel Reseller Partners, and updates the Partner Program Guide for the new Symantec Partner Program (“SPP”) for these regions.

All newly enrolled partners enter the Symantec Partner Program at the **Registered Partner** level. To become a Registered partner, partners must complete the Program application posted on the Symantec Web site at www.symantec.com/partners/index.jsp. New partners will also be asked to agree to the online Symantec Partner Program terms of participation, as a condition of program enrollment.

North American partners may be promoted through the Symantec Partner Program levels by achieving the requirements described in the matrix below. In addition to these requirements, partners will be asked to follow the procedures listed in this Program Guide Supplement and any other processes Symantec may publish.

Requirements Details

Completion of application process

An application is posted on the Symantec Web site at www.symantec.com/partners/index.jsp and must be completed by all partners; the application is subject to review and acceptance by Symantec (existing partners do not have to re-apply). Partners will also be required to accept the online Symantec Partner Program terms of participation.

Minimum revenue targets

Partners must commit to grow and meet an annual minimum sales revenue goals for Symantec products and services as shown in the Requirements Matrix. Symantec will prorate the annual target if partners join the program during the course of the performance year. The performance year commences in April and runs through the end of March in conjunction with Symantec’s fiscal year. Partner status is reviewed regularly and revenue is calculated as the aggregate of all net revenue to Symantec for all partner transactions for licenses, support, services and consulting (both Security and Availability).

Symantec Partner Program—Channel Reseller Partners*

NAM Requirements as of April 1, 2007	Platinum	Gold	Silver	Registered
Completion of Symantec Partner Program Application and acceptance into program	•	•	•	•
Completion of free sales training; minimum number of Symantec Sales Expert accreditations held by the partner	5	3	2	
Achievement of Minimum Revenue Targets	\$2M+*	US: \$250K–\$2M Canada: \$500K–\$2M	US: \$50K–\$249K Canada: \$100K–\$499K	
Dedicated storage and or security practice	•			
Minimum Number of Symantec Technical Specialist accreditations held by partner staff members	4	2	1	
Stipulated Support Capability (ie: phone and email support, minimum customer response time)	•			
Six month business plan	•	•		
Semi-annual business review	•			
Active support of Symantec marketing activities, including completed Partner Profile (mandatory for promotion in program)	•	•	•	
Monthly reporting as detailed by Symantec Account Manager	•	•	•	

* Please note that for Corporate Reseller (LAR) partners, certain modified requirements may apply, as communicated by your account manager.

Technical Accreditation—Minimum number of accreditations held by Partner staff

Partners must maintain engineers on staff who have achieved Symantec Technical Specialist accreditations. Where Symantec Technical Specialist accreditations do not yet exist, Symantec may also accept current Symantec Certified Technology Architect (SCTA), Symantec Certified Security Engineer (SCSE) status, and/or Veritas Certified Professional (VCP) certifications toward program requirements. Please contact PartnerUS@Symantec.com or your Partner Account Manager if there are any questions. Platinum partners must have at least 4 Symantec accreditations held by employees on staff, Gold partners must have 2 accreditations, and Silver partners must have at least 1 accreditation held by an engineer on staff.

Active support of Symantec marketing activities

As part of a marketing launch, partners are required to execute tactics such as press releases, ads, and seminars to promote their Security and/or Storage lines of business. Partners are also required to complete an online profile outlining their business details in order to be promoted to through the Partner Program levels. For example, a Registered Partner who wished to become a Silver Partner would first need to complete their online profile prior to Symantec processing a status upgrade. The Partner Profile form is accessible via PartnerNet.

Stipulated support capability

Partners must have a stipulated support capability (i.e., front-line phone and email support), demonstrate the ability to provide first level technical support to their customers, and provide minimum customer response time.

Dedicated security or storage practice

Partners must have a dedicated services practice on staff with the ability to consult, design, assess, and implement Security or Storage solutions on a customer site.

Sales Training and Accreditation—Minimum number of accreditations held by Partner staff

Free, online sales training and accreditation is available through PartnerNet via the Symantec Sales Expert program. Partner sales staff should be encouraged to go through the online training modules and complete assessments. Platinum Partners must have at least 5 Symantec Sales Expert awards achieved, Gold Partners must have at least 3 Symantec Sales Expert awards achieved and Silver Partners must have at least 2 Symantec Sales Expert awards achieved.

Six-month business plan

A six-month rolling business plan is provided and developed in conjunction with the Symantec Partner Account Manager.

Monthly reporting as detailed by Symantec Account Manager

Monthly pipeline development and forecasting reporting is required as agreed to with the Symantec Partner Account Manager.

Partner Program Level Adjustment Process

Partner levels are adjusted in the Symantec Partner Program by meeting the requirements outlined in the Requirements Matrix. Symantec routinely tracks partner activity within the program, and may periodically adjust your program level to recognize achievement/performance against program requirements, as discussed in the **Member Level Adjustments** section of the Partner Program Guide.

Partners may also request to adjust their program level by contacting their Symantec Partner Account Manager or PartnerUS@Symantec.com. Symantec will review the request and validate that all requirements are met, and if so, make the appropriate level adjustment.

Please note that enrollment adjustments occur on a weekly basis. Partners will receive confirmation from PartnerUS@Symantec.com once the change in level has been completed. Benefits commensurate with your new program level will be enabled shortly after the adjustment is made. Unused benefits from a prior level or program term do not cumulate with or rollover to your new level. Benefits of the Symantec Partner Program are listed in the **Symantec Channel Partner Benefits** section of the Partner Program Guide.

Changes to NAM Supplement to Partner Program Guide

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this material, or updates to our North American programs. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. If you have any questions, please contact us via PartnerUS@Symantec.com.

Symantec Partner Program—North American Partner Rebate Supplement to Partner Program Guide

Rebate Program for North American Channel Reseller Partners

The Symantec **North American Partner Rebate Program** provides cash rebates to qualifying partners who sell certain eligible Symantec security and availability products. Qualifying Platinum Channel partners can earn 4 percent back-end rebates, while Gold Channel partners can earn 2 percent back-end rebates on qualifying products sold.

Except where Special Pricing Authorizations are applied to a transaction, rebate dollars are calculated using product MSRP. When Special Pricing Authorizations are applied, rebate dollars are calculated using net license bookings value to Symantec. The rebate is calculated from dollar one of eligible purchases made through your Symantec distributor on transactions of up to US\$250,000 MSRP.

Channel Reseller Partner Rebate Programs*	Platinum	Gold	Silver	Registered
Rebate Percentage offered under the North American Rebate Program	4%*	2%*	0%	0%

* Please note that Corporate Reseller (LAR) partners and any other partners who qualify for Symantec volume incentive rebates cannot participate in this program.

Rebate program details

Partner eligibility

The North American Partner Rebate Program is available to North American Channel Platinum and Channel Gold Resellers with a Value Added Reseller business model as defined by Symantec. Partners must be enrolled, in good standing, and compliant with the requirements for partners in Symantec's Global Partner Program. In addition, partners must meet certain Symantec certification, training or accreditation requirements for the Program's Eligible Products and opportunities as posted on PartnerNet at <https://partnernet.symantec.com> (such as the requirement that an eligible partner have a minimum of one [1] staff engineer certified as a Symantec Certified Security Engineer or Symantec Certified Technology Architect for the specific product category[ies] to which such Eligible Products belong). Please note that partners who qualify for Symantec volume incentive rebates cannot participate in this program. Also note that government partners who participate in pass-through discounts from their Symantec distributor cannot participate in this program.

Eligible products

The specific SKUs, Symantec certification requirements, and current applicable MSRP price lists for the products eligible for the Program ("Eligible Products") are published at <https://partnernet.symantec.com>. Please note that services, technical support, renewals, and any other products not on the Eligible Products list do not qualify for the rebate.

Eligible purchases and opportunities

In order for purchases of such Eligible Products to qualify under the Program, the partner's purchases of the Eligible Products must be made from participating distributors, currently:

- Ingram Micro
- Synnex
- Tech Data
- Arrow/MOCA
- Avnet
- Avnet Logistics

Purchases made directly with Symantec do not qualify under the program. Please note that transactions for Academic License program SKUs, OEM SKUs, and Enterprise Options, Site License/ELA program purchases do not qualify.

Rebate offer and calculation

Except where special pricing authorizations (eSPA's) are applied to the transaction, purchases by eligible partners of Eligible Products, as reported to Symantec by the participating North American distributors, shall entitle eligible Platinum Channel Partners to a rebate of 4 percent and shall entitle eligible Gold Channel Partners to a rebate of 2 percent of the MSRP for any opportunity of \$250,000 or less for the Eligible Products ("Rebates"). For deals where Special Pricing Authorizations (eSPA's) are applied to the transaction, purchases by eligible partners of Eligible Products, as reported to Symantec by the participating North American distributors, shall entitle eligible Platinum Channel Partners to a rebate of 4 percent and shall entitle eligible Gold Channel Partners to a rebate of 2 percent of the net license bookings to Symantec for any opportunity of \$250,000 or less for the Eligible Products ("Rebates"). For deals closing with an MSRP total value of more than \$250,000 based on the Eligible Products, the incremental rebate benefits do not apply to the portion of the deal that is greater than \$250,000 (making the maximum additional benefit value per registered deal under this Program equal to (a) \$10,000 for Platinum Partners, or (b) \$5,000 for Gold Partners).

Rebate calculation

Qualified purchases are reported to Symantec Corporation or its Program administrator on a regular basis by participating North American distributors and will be reported and available to individual eligible partners monthly. Rebates to which eligible partners become entitled shall accrue for one (1) calendar month, be subject to month-end calculation and verification, and thereafter, be remitted to eligible partners within sixty (60) days from the month in which the transaction closed. Rebate checks remitted pursuant to this Program must be cashed within ninety (90) days of issuance and shall be void after such period. No replacement checks will be issued as a result of a partner's failure to cash a rebate check.

Inquiries or disputes

Inquiries concerning Rebates should be sent in writing via certified mail to Symantec Corporation North American Partner Rebate Program, 20330 Stevens Creek Blvd., Cupertino, California 95014. Written notice of issues concerning Rebates must be received within thirty (30) days of issuance of a monthly Rebate payment, after which Partner shall have no further right to dispute the quarterly Rebate payment under this Program. Any Partner who has received Rebate payment(s) in excess of its entitlement shall be required to refund the excess amount to Symantec within thirty (30) days of receiving a written request from Symantec Corporation to do so.

Taxation and accounting

There may be tax and accounting consequences to partners that result from participation in the Program. Symantec Corporation will not remit any taxes on a partner's behalf, nor provide tax or accounting-related advice or documentation. Partners are solely responsible for handling any taxes or accounting treatment arising from their participation in the Program.

Changes to NAM Rebate Program Supplement to Partner Program Guide

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Amendments to Program or termination

Symantec Corporation reserves the right to vary the terms of this Program, including the Eligible Products, MSRPs, and participating distributors, or to cancel the Program upon publishing notice of such amendment or cancellation at <https://partnernet.symantec.com>.

Symantec Corporation will pay any Rebates to which a partner becomes entitled according to the then prevailing terms and conditions of the Program. In the event of Program cancellation or termination, the effective date of termination shall constitute the date upon which notice of such cancellation or termination is posted at <https://partnernet.symantec.com/>. Rebates to which a partner became entitled prior to cancellation or termination will be paid by Symantec after the end of the quarter

More information

Visit our Web site

<https://partnernet.symantec.com>

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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