

OVERVIEW

This worldwide Enterprise Technical Support Policy (“Policy”) describes the software Support Services we offer to customers that have paid all applicable support fees and that are using Licensed Software in a Supported Configuration. Additional terms are stated at the links and URLs noted in this Policy, and those terms are incorporated herein by reference as if fully stated in this Policy. This Policy applies to the Symantec software products identified as eligible for coverage at http://www.symantec.com/enterprise/support/all_products.jsp. Please take a few minutes to familiarize yourself with the capitalized terms that are defined in Exhibit A prior to reviewing the Policy.

This Policy is effective as of November 6, 2006. This is a worldwide policy and applies to all Licensed Software you obtain initial or renewal Support Services for on or after November 6, 2006. If you have a Support Agreement already in effect as of November 6, 2006, that Support Agreement will remain in effect under its existing terms until its renewal. However, the Support Life Cycle and End of Life Support terms stated below will apply to Licensed Software that enters its End of Life processes on or after November 6, 2006. Please note that from time to time we may update this Policy, and we will post updates on our website at http://www.symantec.com/enterprise/support/Symantec_Support_Policy.pdf.

GENERAL SUPPORT SERVICES TERMS

Scope of Support: This Policy describes the Support Services we agree to provide to you for our Licensed Software to help ensure that it operates in accordance with its Documentation. Our primary focus is to enable you to leverage that operational functionality by providing tools, resources, and technical assistance. Additionally, we will also make Software Version Upgrades and Content Updates (if applicable) available to you during the term of your Support Agreement. Our technical assistance will be provided by telephone, electronically, and/or on-site, based upon the Severity Level assigned to the Problem and the specific Support Services offering you have purchased.

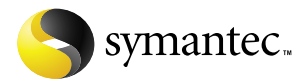
Please refer to our website at http://www.symantec.com/enterprise/support/news_bulletins/techsupp_bulletin_form.jsp for information about the availability of Patches and Bug Fixes, new Major Releases, and new Minor Releases for Licensed Software. When contacting us regarding a Problem, please be sure that you have a current Support Agreement in effect for the applicable Licensed Software, including all agents, options, and CPUs if applicable, that relate to the Problem, and that your Licensed Software is being used in accordance with applicable licenses and agreements, or we may elect not to provide you with Support Services.

Support Tools and Technologies: We deploy a number of different tools and technologies to assist in providing Support Services. Depending on the Support Services offering you have purchased and the nature of the Problem, we may offer a remote diagnostic and troubleshooting service to access your computer system remotely to perform diagnostic and troubleshooting activities for your Licensed Software. Before implementing such remote access we would require your express consent to the agreement at the link provided at http://www.symantec.com/enterprise/support/Symantec_Remote_Access_Support_Terms.pdf for such remote access. Our ability to meet Initial Response, Service Restoration, and Solution Delivery goals reflected in Exhibit B may depend upon your timely consent and our ability to leverage such tools and technologies.

Language Support: Our Support Services include delivery of those services in English. We may also offer certain local language capabilities. Please refer to the links at http://www.symantec.com/enterprise/support/Symantec_Local_Language_Support.pdf for a list of our local language capabilities.

Supported Configurations: We will provide Support Services for Licensed Software that is used within a Supported Configuration. A Supported Configuration may include operating system levels, Symantec custom developed scripts, firmware levels, databases, devices, device drivers, and applications. Please refer to our website <http://www.symantec.com/enterprise/support> for information relating to Supported Configurations, including compatibility lists and related information. We will work to keep this information current and will continue to update it on a regular basis.

Alternative Configurations: Our Licensed Software is designed to interoperate with many types of systems, applications, and hardware. Sometimes a customer may choose to use our Licensed Software in an Alternative Configuration, namely, an environment that has not been validated, approved or verified to operate with our Licensed Software or which does not support such Licensed Software or only supports limited functionality. In most cases, we do not support Alternative Configurations, and we have no obligation to provide Support Services to Licensed Software in an Alternative Configuration. Symantec makes no warranty with respect to use of Licensed Software in an Alternative Configuration and any such use is at your own risk. A “Supported Configuration” might be converted into an “Alternative Configuration” where a vendor modifies one of its components that is part of the original “Supported Configuration.” As a consequence, your Licensed Software would then be operating in an Alternative Configuration. If you experience a Problem with the Licensed Software in an Alternative Configuration or if your issue deals with script that was not developed by Symantec or an authorized consulting partner, then we may ask you to reproduce the Problem in a Supported Configuration environment. Please note we have no obligation to attempt to resolve Problems that cannot be replicated in a Supported Configuration. However, if the Problem can be replicated in a “Supported Configuration,” we will investigate the Problem in that Supported Configuration and attempt to resolve it. If the Problem cannot be replicated in a Supported Configuration, then we may elect not to work on that Problem.



Upgrade Assurance: We will make available to you all Software Version Upgrades for your Licensed Software that are released during the term of your Support Agreement. As a general matter, we will notify customers with current Support Agreements, of Software Version Upgrades we release during the term of the Support Agreement. Such notification is intended to allow the customer access to download or request media, or as applicable, obtain license keys for those Licensed Software Version Upgrades that are still available for commercial purchase.

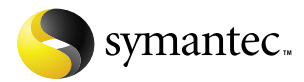
Appliance Hardware Support: The following applies to the support of the hardware component of an Appliance product, except as otherwise stated in your Appliance support and maintenance agreement or license and warranty agreement, as applicable. Customers who purchase an Appliance product from us or through one of our channel partners under our standard terms will receive one (1) year or three (3) years of hardware warranty support, depending on the model of Appliance purchased. Such warranty will commence on the date of purchase. If the customer asserts a warranty claim during the warranty period, once we confirm that the Appliance is defective, we will give the customer a return materials authorization (“RMA”) number to return the Appliance to us for warranty service. The customer is responsible for shipping the defective Appliance to us. After we receive the defective Appliance, we will either repair or replace it. Replacement Appliances (“Replacement Appliance”) may be either new or reconditioned, at our option. Replacement Appliances will be covered by the warranty that is contained in the license agreement for the customer’s original Appliance for the remaining term of that warranty. Replacement of an Appliance will not extend the customer’s hardware or software warranty that is contained in the applicable agreement.

Some Appliances are eligible for Symantec’s Advanced Replacement Program. Under that Program, as long as the customer has a current Support Agreement in effect, and the Hardware warranty has not expired, Replacement Appliances will be shipped to the customer within twenty-four (24) hours after issuance of an RMA and clearance of export controls, excluding weekends and holidays in the geographic region where the provisioning depot is located. If we do not receive the defective Appliance, or where applicable, the Field Replaceable Unit (“FRU”) as well, within thirty (30) days after issuance of an RMA, we will invoice the customer for the list price of the replacement Appliance, and the customer will be required to pay such invoice within thirty (30) days after receipt. If the original hardware warranty that is contained in the license agreement has expired, it may be extended with the purchase of a Support Agreement, subject to applicable limitations on the term of the extension, and applicability by product. Please note that Exhibit B applies to the support of the Licensed Appliance Software.

Incident Support: Our primary model of delivering Support Services is under a Support Agreement which entitles you to technical assistance along with Software Version Upgrades and Content Updates where applicable. However, in some cases we may sell Incident Support for certain products. Please refer to our website for more information on Incident Support. This is a limited support option available only for certain Licensed Software when purchased through certain distribution channels as part of specified packages or offerings. Where available, Incident Support is only appropriate for non-mission-critical implementations. It provides you with a means of purchasing the right to receive Support for a single Problem (an “incident”), on an as needed basis, or in packs. Incident Support entitles you to contact Symantec Enterprise Technical Support and receive telephone and/or electronic support either during Regional Business Hours or 24x7x365, depending on the level of Incident Support purchased. An “incident” purchased under Incident Support is valid for twelve (12) months from date of purchase and will expire at the end of the twelve (12) month period without notice. The Initial Response, Service Restoration, and Solution Delivery goals in Exhibit B for Regional Business Hours or 24x7x365 support will apply to the specific Incident Support purchased. Note that Incident Support does not include Upgrade Assurance or Content Updates and you will be required to purchase those separately, if necessary. If applicable, we may request that you purchase a Software Version Upgrade and/or Content Update, if it addresses the Problem you logged under Incident Support.

Disaster Recovery: Ask your Sales or Service representative for more information about our licensing policy for “Cold” Disaster Recovery Sites which applies to certain Licensed Software licensed for use in production environments, and covered under a current Support Agreement. Subject to your meeting certain pre-requisites we may provide a complimentary license (together with related Support Services) for use in disaster recovery for deployment at a designated “Cold Disaster Recovery Site” or on a “Cold Disaster Recovery Server” that is part of a cluster of production servers. This license is intended to act as a temporary replacement for the production license that is the subject of the disaster recovery and may be used only for such disaster recovery. Please refer to the applicable license agreement for any such complimentary license to review the terms and conditions of any such license including relevant definitions.

Third Party Products: If we determine that the Problem may be related to a product from a vendor with whom we have a cooperative support relationship, then we will collaboratively work with that vendor to address the Problem. If we determine that the Problem may be related to a product from a vendor that we do not have a cooperative support relationship with, we may ask you to request such vendor to work with us to address the Problem. If the issue relates to the third party product and not to the Licensed Software, then the third party vendor (and not Symantec) will determine the progress and resolution of that issue. Our Support Services do not include installing, fixing, conducting root cause analysis, providing product patches or updates for open source code or any other third party products or otherwise supporting third party products.



Additional Services: With respect to some of our more complex products, we may be better able to interface with you and more efficiently resolve your issue, where your Designated Contact has completed relevant product training and can clearly discuss the Problem with us, or where we know your Licensed Software was designed, configured, installed and implemented in accordance with our guidelines by Symantec Global Consulting Services staff or by one of our authorized consulting partners. Also, we understand that there may be exceptional cases where you may request more from us than our commitments under this Policy. While we may not be able to meet those requests, we do promise to listen to you and consider whether there is anything else we can do and if so, on what terms. For example we may refer you to professionals in our Consulting Services group or one of our authorized consulting partners. Please note that as a general practice our Support Services will not include activities that would be typically characterized as product familiarization training, residency and operational consulting services, product installation issues that would typically require on-site consultancy services, advanced configuration or enablement services, product integration, advisory consulting, managed security services, implementation or similar professional services. We offer these as chargeable services through our Training and Consulting Services groups or our other business groups to help you maximize your investment in your Licensed Software. To learn more about these additional services, please refer to our website at <http://www.symantec.com>. Note that this Policy does not apply to these additional services.

INITIAL TERM OF SUPPORT AGREEMENT AND RENEWALS

Each Support Agreement will last for a twelve (12) month term. The initial term starts on the date we ship the Licensed Software, except as otherwise stated in the relevant Support Agreement. In addition, Support Agreements may be purchased for multiple terms of twelve (12) months each ("Multi-Term"). You may request to purchase an initial or renewal term of up to three terms of twelve (12) months each. However, a Multi-Term Support Agreement may not be available in all cases, depending on the specific Support Services offering you are purchasing, the Licensed Software to be supported, and your geographic region. After the expiration of your initial Support Agreement term, you can renew either for the same offering of Support Services (where available), or change to a different offering. Each renewal term will become effective upon the expiration date of your previous term, provided that you have paid applicable fees. We will typically send you a renewal quote for a Support Agreement approximately sixty (60) days prior to the expiration of your then-current Support Agreement term.

If you purchased through one of our channel partners, we may send the quote to that channel partner rather than to you directly. In the event you do not receive a quote, please feel free to contact our Renewals organization directly <http://www.symantec.com/enterprise/licensing/renewals2.jsp>. You will not be entitled to receive any Support Services once your Support Agreement expires. However, you may still access our online Knowledge Base and those Bug Fixes and Patches that we make generally available to all licensees regardless of whether that licensee holds an active Support Agreement. Our Renewals organization will be able to explain to you our policy on renewing or reinstating Support Services.

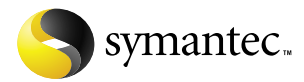
MANAGEMENT OF SUPPORT CASES

Contacting Technical Support: Please visit our website at <http://www.symantec.com/enterprise/support> for instructions how to contact Enterprise Technical Support on a worldwide basis as well as to see what information we have already posted on this website that may answer many of your questions.

Opening a Case: If you identify a Problem with your Licensed Software, please call us or visit our website at <http://www.symantec.com/enterprise/support> to submit the Problem and for additional instructions regarding your Case. You will need to open a separate Case for each identified Problem. For security purposes, your Designated Contacts reporting the Problem or working with us on the Problem will be required to provide us with certain information to help us work on the Case, such as a description of the Problem, the Licensed Software involved, and their business contact information. Although we offer customers toll-free access to telephone support in certain geographic regions, customers will be responsible for all other telecommunications charges that they incur (such as faxes, telephone lines, internet services and the like).

Severity Levels: When you contact us about a Problem and we open a Case, you will need to set the initial Severity Level for that Problem based on our Case criteria. Please refer to the Definitions section Exhibit A for descriptions of the different Severity Levels. As the Case progresses, we will let you know if the Problem no longer fits the definition of the Severity Level originally assigned to the Problem, and we may want to discuss with you adjusting the Severity Level. Your feedback regarding any adjustment is important to us and we will try to give you advance notice of any plans to adjust the Severity Level of the Problem. However, if we are unable to contact you after repeated attempts to discuss an adjustment, we may temporarily adjust the assigned Severity Level while waiting for your response.

Acknowledgement, Initial Response, Service Restoration, and Solution Delivery Goals: Please refer to Exhibit B, Initial Response, Service Restoration, and Solution Delivery Goals. These goals will apply while the Licensed Software is generally commercially available and up until the date of its End of Support Life. When we refer to "goals" or "objectives" in this Policy, this means we will use commercially reasonable efforts to carry out the related activities within those time frames; however, this Policy does not obligate us to meet any specific time frames.



Case management is broken into several key activities. The first activity is when we acknowledge (“Acknowledge” or “Acknowledgement”) that you have contacted us (by phone or electronically) about a Problem. Our goal is to Acknowledge the Problem within fifteen (15) minutes of our receipt of such contact. When we Acknowledge the Problem by phone, we will verify your entitlement to receive Support Services, and note the Severity Level you assign to the Problem. We will ask you for your Designated Contacts and other information that we will need to work with you on your Case. We will open your Case, log it into our global tracking system, and assign a Case identification number. Our technical support engineers will then take over the Case and will be in contact with you (“Initial Response”). Our technical support engineer’s “Initial Response” and follow-up response goals will be determined based on the Support Services offering you have purchased, as well as the Severity Level assigned to the Problem or any subsequent changes to that Severity Level.

With respect to Severity 1 Cases, our initial efforts will be focused on “Service Restoration.” After your Licensed Software has been Restored to Service, we will then focus on “Solution Delivery.” Our timing goals for Service Restoration and Solution Delivery start when you open a Case, and are based on the assumption that you will respond to us in a timely fashion and provide us with any information we may reasonably require. Our ability to meet the Initial Response, Service Restoration, and Solution Delivery goals in Exhibit B may be negatively affected by (i) delays caused by you; (ii) delays caused by network, system or telephone line problems, outages or denials of service; or (iii) other similar issues or events outside of our reasonable control.

Please note that the goals stated in Exhibit B generally apply where we already have known Workarounds or Fixes available to address the Problem. These goals may vary, where the Problem you have identified is new to us, and engineering needs to modify the Licensed Software or develop a new Fix. However, with respect to a Problem where there has been data loss, production system down, significant security vulnerabilities identified, or other significant Product defects, we will use commercially reasonable efforts to meet the goals stated in Exhibit B including where our engineering resources decide that the development of a new Fix is necessary. In other cases, our Solution Delivery may be accomplished via a regularly scheduled Maintenance Pack, Minor Release, or consideration of the Problem in developing future Software Version Upgrades.

Continuous Efforts: If you have a Support Agreement for 24x7x365 Support Services, we will ask whether you need us to provide Support Services for a Severity Level 1 Problem on a Continuous Efforts basis to address an urgent issue. In such situations, we will need to be able to reach your Designated Contact while we are working on your Case, to assist with gathering any additional documentation and/or conduct resolution testing to ensure progress with Service Restoration. Our ability to provide “Continuous Efforts” may depend on our being able to contact your Designated Contact to continue Problem resolution. If we are not using Continuous Efforts for your Case, then at the end of the Business Day, work on that Case will temporarily cease and will begin again at the start of the next Business Day for your region. Refer to our Definitions section Exhibit A for additional information about “Continuous Efforts.” Further, please refer to Exhibit B for more information regarding Severity Levels and their related Initial Response, Service Restoration, and Solution Delivery goals.

Case Confirmation: You may track the progress of your Case(s) in our global case tracking system at the links at <http://www.symantec.com/enterprise/support>. In general, we will close a Case once we have your confirmation that the solution we have recommended and delivered has resolved the Problem. We may also close your Case under various circumstances such as where: (a) you advise us that you no longer require the Case to remain open; (b) both of us agree that the Problem is not caused by your Licensed Software; (c) you do not respond to us after we have repeatedly tried to contact you; (d) we mutually agree to close a Case; (e) you have reported a Licensed Software issue and we have advised you to download a current or future Patch or Software Version Upgrade that we believe will resolve that Licensed Software issue; (f) we make a good faith determination that the Problem is likely not resolvable even with additional time and resources; (g) we determine that your Licensed Software is operating in accordance with its Documentation; (h) where we will, in accordance with our processes, be making a determination whether your suggestion for a new feature or enhancement to the Licensed Software, may be included in a future Software Version Upgrade; or (i) other circumstances in accordance with our support processes. If you still need assistance on the same issue after we have closed a Case you may either reopen the previous Case (if the Case has not been closed for more than ten (10) calendar days) or open a new Case.

SUPPORT LIFE CYCLE AND END OF LIFE SUPPORT

Application of this Section: The following explains the type of Support Services we will provide for our Licensed Software at various points during its life cycle. Note that these deliverables and timelines will apply only to Licensed Software that enters its “End of Life, (‘EOL’)” processes on or after November 6, 2006. If your Licensed Software has already entered its End of Life process prior to November 6, 2006, then the terms and conditions and timelines below will not apply. Instead, the existing applicable end of life and version support timelines provided for in your Support Agreement will continue to apply to your Licensed Software.

General: The scope of Support Services that we provide for any Licensed Software will depend on where it is in its product life cycle. From the perspective of providing Support Services, we treat a “Major Release” and its related “Minor Releases” and “Maintenance Packs” the same way. Typically, a Major Release will be issued every twelve (12) to thirty (30) months, depending on the product and its feature enhancement cycle. A Major Release reaches EOL when a new Major Release becomes generally commercially available (“GA”). In addition, in some cases we may decide to discontinue marketing a product, and may announce the date of the End of Life of that product as whole, and commence the



End of Life processes for that product. In such case, the following paragraphs will also apply to that product's Major Release and its related releases that are then generally commercially available. See below for information on the type of Support Services we provide to Licensed Software once it reaches its "End of Life." We generally provide Support Services for each "Major Release" of Licensed Software for a period of up to seven (7) years from the date it first became GA, as described below. Note that we typically continue to allow customers to purchase licenses for a defined period of time following the date of End of Life.

Standard Support: We will initially provide "Standard Support" for all Cases at all Severity Levels for Licensed Software while the Major Release and its related releases are generally commercially available until the date of their EOL. We will then continue to provide Standard Support for all Cases at all Severity Levels for thirty (30) months following EOL. During this time, we will determine when it will be most effective to develop a new Fix, such as cases where there has been data loss, production system down, or significant security vulnerabilities identified, or other significant defects. For other types of Problems, we will typically either provide an existing Fix, or may provide Solution Delivery through a regularly scheduled Minor Release or Maintenance Pack, or we may consider the Problem in developing a future Software Version Upgrade. Customers may also access Content Updates during this thirty (30) month period as well. At the end of this thirty (30) month period, we will stop providing Standard Support.

Partial Support: At the end of the thirty (30) month period described above, we will cease providing any Standard Support, and we will cease providing any Content Updates. Instead, we will provide "Partial Support" for all Cases at all Severity Levels. Partial Support will end seven (7) years from GA of the applicable Major Release.

There are other instances where we may begin to provide Partial Support for a product. As a rule, we will only provide Standard Support Services for a current Major Release of Licensed Software (for example, version 3.0) along with two prior Major Releases (say, versions 1.0 and 2.0). Where a Product is the subject of frequent feature enhancements, a Major Release will move through its End of Life processes rapidly. Therefore, we may need to shorten the timeframe for providing Standard Support for the older versions of those products, and will instead start to provide Partial Support. More specifically, when a new Major Release (in this case, version 4.0) is issued, we will cease providing Standard Support for the oldest version (1.0) and will only provide Partial Support for that version. However, using this example, we will continue providing Standard Support for versions 2.0, 3.0 and 4.0. As noted above, we will continue to provide Partial Support for that oldest version 1.0 until seven (7) years from its GA. We will also stop providing Standard Support and switch over to Partial Support where a Major Release has been GA for five (5) years and no further Major Releases have been issued. At the end of that five (5) year period, the Major Release and its related releases will be eligible only for Partial Support. As noted above, we will provide Partial Support until seven (7) years from GA of the applicable Major Release.

End of Support Life: At the end of the seven (7) year period described above, the Major Release and its related releases will reach their "End of Support Life, ('EOSL')" and we will cease providing any Standard Support or Partial Support for those releases. Please note that as a general rule we will offer online self-help support in our Knowledge Base and accompanying documentation for most Licensed Software for a period of up to ten (10) years from the date the Major Release became generally commercially available.

Custom Support: We understand that local laws, market conditions, and support requirements may vary from country to country or by industry sector. Therefore, if Partial Support does not resolve the Problem or if you need support following EOSL, then we will discuss with you what custom support offerings may be available, or whether we can offer any additional customized support options and upon what prices and other terms. Our authorized support partners may also be able to offer you additional support options.

Other Support Terms: Please be sure to check our website for announcements with respect to End of Life and End of Support Life for specific Licensed Software. Depending on the product, we may need to change the Support timelines or deliverables outlined above, (including for example, to address changes beyond our control in vendor operating systems or platforms). In addition, some of your Licensed Software may not follow the naming conventions used in this Policy if you licensed it prior to the effective date of this Policy. Further, from time to time we may acquire new product lines. Those products may not use the same naming conventions or may not have the same duration of Support Services or Support timelines as described in this Policy. However, in each of these cases we will use commercially reasonable efforts to provide what we consider to be appropriate Support Services for those products.

BUSINESS CONTINUITY

Symantec's "Business Continuity Program" is active at several levels with a goal of risk abatement and disaster recovery planning including global fail over and redundancy of systems. Our goal is to make sure our crucial operations can continue or are recovered promptly so we can remain operational and available to provide Support Services to you in the event of emergencies that may affect us. We want to ensure that we will be able to continue our business operations, should a significant disruption occur in one of our business locations.



YOUR RESPONSIBILITIES

Designated Contacts: You must register your Designated Contacts and notify us of any changes in Designated Contact information by sending notice to us at the email address or fax numbers provided at the links at http://www.symantec.com/enterprise/support/contract_management/index.jsp. We also recommend that your Designated Contacts be familiar with our products and your configurations so that we can better resolve your Case(s) as efficiently as possible. We reserve the right to request replacement of any Designated Contact if we reasonably deem the Designated Contact to lack the necessary technical and product knowledge to assist with the timely resolution of a Problem. In such case, you will need to designate a replacement Designated Contact with appropriate technical and product knowledge as soon as is reasonably practicable. Please note that we may charge a fee in the event you require additional Designated Contacts in excess of the number allowed under the Support Services offering purchased.

Installation of Licensed Software: We recommend that you configure a test system and/or environment that can be used to validate configuration and settings before installing your Licensed Software in a production environment as well as to perform troubleshooting outside of your production environment. With respect to some of our more complex products, we may be better able to interface with you and resolve your issue, where you have configured such a test system and/or environment. Once you open a Case, please provide us with all relevant and available diagnostic information (including product or system information) and other information that we may require in order to replicate and/or resolve a Problem in a timely manner. For example, we may request log files, configuration information, error messages, and details about your releases or Software Version Upgrades. Please proactively apply applicable Software Version Upgrades and/or Content Updates to better ensure that your Licensed Software performs at optimal levels.

As a valued customer, you play an integral role in the success of this support relationship. The Initial Response, Service Restoration, and Solution Delivery goals stated in Exhibit B depend upon you carrying out your responsibilities and requirements set forth in this Policy. We encourage you to take advantage of the product training, support-related education courses, and consulting services that we provide so that you can better understand the functions and features of your Licensed Software and the optimal configurations in which to install and implement your Licensed Software.

