

Symantec™ Partner Program Requirements

GREATER CHINA REGION: HONG KONG, TAIWAN & MACAO – November 2010

Symantec Partner Program—Asia Pacific and Japan Supplement to Program Guide Requirements for Asia Pacific and Japan Channel Reseller Partners

This Asia Pacific and Japan Supplement to the Partner Program Guide (“Supplement”) applies to Asia Pacific and Japan Channel Reseller Partners, and updates and (to the extent of any conflict) supersedes the Partner Program Guide for the 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 website 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 enrolment.

Asia Pacific and Japan partners may be promoted through the Symantec Partner Program levels by achieving the requirements described in the matrix below. Partner performance is measured per the Symantec fiscal year, commencing April through to the end of March. 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 website 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 apply). New partners will also be required to accept the online Symantec Partner Program terms of participation.

Symantec Partner Program—Channel Reseller Partners – Partner level requirements

A 5-month transition period (November 2010–March 2011) will be put in place for partners to align to the enhanced Partner Program specialization-based partner level requirements model. Following the end of the transition period, April 2011, partners will be re-leveled according to the **new enhanced Partner Program level requirements** (detailed below on right). Symantec Asia Pacific and Japan will not be running concurrent Partner Program level requirements, so partner level upgrades between November 2010 and March 2011 will be eligible only against partner achievement of the **existing Partner Program level requirements** (detailed below on left) for the current Symantec fiscal year being measured. For partner level upgrades between November 2010 and March 2011, please note that all partners will still be re-leveled in April 2011 against the new **enhanced Partner Program level requirements**. The **existing Partner Program level requirements** will conclude at the end of March 2011.

EXISTING PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements for partner level upgrades between November 2010 and March 2011

Asia Pacific and Japan Requirements as of February 1, 2009	Platinum	Gold	Silver Corporate Reseller	Silver	Registered
Completion of Symantec Partner Program application and acceptance into program	•	•	•	•	•
Minimum current Sales Accreditations held (Sales Accreditations: SSE or SSE+)*	4	2	1	3	
Minimum current Technical Accreditations held (Technical Accreditation: STS)*	3	1	1		

NEW ENHANCED PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements against which partners will be re-leveled in April 2011

Asia Pacific and Japan Greater China Region: Hong Kong, Taiwan & Macao Requirements	Platinum	Gold	Silver	Registered
Completion of Symantec Partner Program application and acceptance of program terms of participation	•	•	•	•
Minimum current Solution Specializations	4	3	1	
Quarterly business planning and review	•	•		
Demonstration of sales activity	•	•	•	
Partner engineer technical competency assessment	•			

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EXISTING PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements for partner level upgrades between November 2010 to March 2011

Asia Pacific and Japan Requirements as of February 1, 2009		Platinum	Gold	Silver Corporate Reseller	Silver	Registered
Achievement of Minimum Revenue Targets**	China, Hong Kong, Taiwan	\$500K+	\$150K-\$500K	\$80K-\$150K	\$20K-\$80K	
Six-month business plan		•	•			
Semi-annual business review		•				
Active support of Symantec marketing activities		•	•			
Monthly reporting as detailed by Symantec Account Manager		•	•	•	•***	

* Symantec Sales Expert (SSE), Symantec Sales Expert Plus (SSE+), or Symantec Technical Specialist (STS) Accreditations are counted by partner organisation per country and not by individual.

** Revenue contributions are measured in USD per Symantec Fiscal Year (1 April to 31 March), calculated as indicated.

*** Only Silver partners with a Symantec Partner Account Manager are required to complete.

Sales and Technical Accreditation requirements

Successful attainment of a minimum number of current Sales Accreditations by partner sales representatives to ensure their understanding and better communication to Symantec customers about Symantec's products. Successful attainment of a minimum number of current Technical Accreditations by the partner's engineers to ensure technical staff are available to assist with the evaluation and installations of Symantec technical products. The Sales and Technical Accreditation requirements are dependent upon the partner level in the program. Each quarter, more sales and Technical Accreditation Assessments will be added and posted to PartnerNet. All achieved and current accreditations will count toward advancing to a higher level in the Symantec Partner Program.

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 Symantec lines of business.

Six-month business plan

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

Monthly reporting as detailed by Symantec Partner Account Manager

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

NEW ENHANCED PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements against which partners will be re-leveled April 2011.

Asia Pacific and Japan Greater China Region: Hong Kong, Taiwan & Macao Requirements		Platinum	Gold	Silver	Registered
Achievement of Minimum Revenue Targets*	India, Singapore, Thailand, Korea & China	\$500K+	\$150K-\$500K		
	Malaysia, Philippines, Vietnam, Sri Lanka, Indonesia, other ASEAN	\$250K	\$50K-\$250K		

* Revenue contributions are measured in USD per Symantec Fiscal Year (April to March) and calculated as indicated.

Solution Specializations

Partners must maintain individuals on staff who possess the required amount of individual accreditations necessary for specialization enrolment of their designated partner level. Platinum partners must have at least 4 Symantec solution specializations, Gold partners must have 3 solution specializations, and Silver partners must have at least 1 solution specialization. Please contact Partnergcr@symantec.com or your Partner Account Manager if there are any questions. The Small and Medium Business (SMB) Specialization is a market segment specialization and is not recognised for the purpose of re-leveling within the Symantec Partner Program.

Enrolment and maintenance of Specialization membership

Meeting and maintaining Specialization requirements are necessary to achieve and retain specialization membership. Upon receipt of an online Specialization application prior to specialization membership, Symantec will validate that all requirements have been met as defined for the respective specialization. Once requirements are verified, Symantec will approve the application, and membership confirmation for the respective specialization will be emailed to the applicant.

Removal from Specialization

Quarterly, Symantec will assess compliance with requirements for Specialization(s) membership. Members who are noncompliant (expiration of one or more accreditations used to earn solution specialization membership, loss of an employee(s) possessing a required accreditation, or failure to meet any other Specialization membership criteria) will receive email notification hereof addressed to the company's PartnerNet primary contact. Notification will provide a 90-day grace period to attain the respective Specialization membership requirements. Failure to comply will result in Specialization membership removal and loss of membership benefits and access. Partners may re-apply for respective Specialization membership via online application through PartnerNet once requirements are met. Either party may also terminate partner's participation in the specialization upon thirty (30) days prior written notice to the other party. Symantec reserves the right to terminate partner's participation in the Specialization effective as of the date of termination notice if the partner materially fails to comply with any program requirement.

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EXISTING PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements for partner level upgrades between November 2010 and March 2011

Minimum revenue targets

Partners must commit to grow and meet annual minimum sales revenue goals for Symantec products and services as shown in the Requirements Matrix. 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 and consulting.

- **Revenue targets and rebate programs**—please note that the Minimum Revenue Targets apply to achievement and maintenance of Asia Pacific and Japan Channel Reseller levels. This definition does not alter Asia Pacific and Japan partners' separate eligibility, terms or calculations for existing separate rebate programs. Until otherwise announced by Symantec, the separate existing volume incentive rebate programs continue unchanged, under their existing prior definitions and terms.

NEW ENHANCED PARTNER PROGRAM LEVEL REQUIREMENTS

Requirements against which partners will be re-leveled in April 2011

Minimum revenue targets

Partners must commit to grow and meet annual minimum sales revenue goals for Symantec products and services as shown in the Requirements Matrix. 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 and consulting.

- **Revenue targets and rebate programs**—please note that the Minimum Revenue Targets apply to achievement and maintenance of Asia Pacific and Japan Channel Reseller levels. This definition does not alter Asia Pacific and Japan partner's separate eligibility, terms or calculations for existing separate rebate programs. Until otherwise announced by Symantec, the separate existing volume incentive rebate programs continue unchanged, under their existing prior definitions and terms.

Quarterly business planning and review

Partners are required to provide a business plan including revenue targets, commit to joint account planning, and comply with specialization(s) membership requirements. Performance hereof is reviewed quarterly with Symantec Partner Account Manager, when required.

Demonstration of sales activity

Demonstrated sales activity such as demand generation activities, closed sales, opportunity engagement with Symantec Account Managers where available in region. Opportunity Registration Program participation, including registered, approved and closed deal submissions. Provision of sales and marketing activity reporting, when required by Symantec Account Manager.

Partner engineer technical competency assessment

When required, Symantec will assess partner engineer technical competency for the required number of individuals against skills assessment criteria aligned to Specialization membership.

Partner Program level adjustment process

Partner levels are adjusted in the Symantec Partner Program by meeting the requirements outlined in the Channel Partner Requirements Matrix for the Symantec fiscal year being measured. Symantec routinely tracks partner activity within the program, and partner level upgrades may be made during the Symantec fiscal year based on attainment of Channel Partner level requirements achieved during the performance year being measured, 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 by emailing Partnergcr@symantec.com. Symantec will review the request and validate that all requirements are met, and if so, make the appropriate level adjustment. Level adjustment notifications are sent to partners from Partnergcr@symantec.com to the partner's PartnerNet primary contact prior to system level changes being 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 accumulate with you or roll over 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 Asia Pacific and Japan Supplement to 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 Asia Pacific and Japan programs. We reserve the right to do this by publication via PartnerNet, email or other means. If you have any questions, please contact us at Partnergcr@symantec.com.

More information

Visit our website

<https://partnernet.symantec.com>

Email questions to

Partnergcr@symantec.com

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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