

FREQUENTLY ASKED QUESTIONS



VeriSign's Security Business is Now Part of Symantec

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General

Q. What are you announcing today?

A. Symantec has completed the acquisition of VeriSign's identity and authentication business, which includes all of VeriSign's brands of Secure Sockets Layer (SSL) and Code Signing Certificate Services, Managed Public Key Infrastructure (MPKI) Services, the VeriSign Trust Seal, the VeriSign Identity Protection (VIP) Authentication Service, and VIP Fraud Detection Service (FDS). The combination of VeriSign's security products, services and recognition as the most trusted brand online and Symantec's leading security solutions and widespread distribution will enable Symantec to deliver on its vision of a world where people have simple and secure access to their information from anywhere.

Q. When did the deal close?

A. Day one activities commenced on August 9, 2010.

Q. Why did Symantec acquire VeriSign Identity and Authentication business?

A. By acquiring VeriSign's Authentication business, Symantec will extend its strategy to create the most trusted brand for protecting identities and information online.

The combination of VeriSign's security products, services and recognition as the most trusted brand online and Symantec's leading security solutions and widespread distribution will enable Symantec to deliver on its vision of a world where people have simple and secure access to their information from anywhere.

People's personal and professional lives have converged, and they want to use their various digital devices to access information wherever they are without jeopardizing their privacy or security. IT is faced with the challenge of giving users the appropriate access, while ensuring that corporate data is not at risk. At Symantec, we believe the solution to this dilemma lies in the ubiquity of identity-based security.

Q. How does this acquisition fit into the long-term strategy of Symantec's Enterprise Security group?

A. Through this acquisition, Symantec will be able to help businesses incorporate identity security into a comprehensive framework so that IT can confidently and securely adopt new computing models – from cloud computing to social networking to mobile computing to user-owned devices – that promise tremendous operational efficiencies and freedom of choice for their employees and customers. Symantec's current portfolio and assets from VeriSign will provide the depth and breadth of technologies to make identity-based security of information more universal and part of a comprehensive security solution.

By combining VeriSign's SSL Certificate Services with Symantec Critical System Protection or Symantec Protection Suite for Servers, Symantec will help organizations ensure a higher level of security on their web servers as well as verify that security, which will provide users with the trust and confidence necessary to do business online. Symantec can also expand the VIP ecosystem by incorporating user certificates into its Norton-branded consumer products providing a channel through which consumers could easily create secure identities that can be authenticated when they do business online.

In addition, the future combination of the information classification capabilities of Symantec's Data Loss Prevention solution and Data Insight technology along with VeriSign's identity security services, will allow us to help ensure customers that only authorized users have access to appropriate information.

VeriSign's industry-leading hosted public key infrastructure (MPKI) solution also complements the premier on-premise PKI solution from Symantec's acquisition of PGP, providing customers with the encryption choice that best suits their unique requirements.

Q. How will this new company be integrated into Symantec?

A. VeriSign's identity and authentication business will become part of the Enterprise Security Group led by Francis deSouza.

Q. How big is the SSL market?

A. With more than one million web servers using VeriSign SSL certificates, and an infrastructure that processes more than two billion certificate checks daily, VeriSign has the leading share of the SSL market. The addressable market for the server and user authentication segment is estimated to reach \$1.6 billion by 2013.

Q. What does this mean in relation to Chosen Security from the PGP acquisition?

A. As communicated during the announcement of Symantec's acquisition of PGP, TrustCenter and Chosen Security will be left as a standalone group within the Enterprise Security Group. Any changes will be communicated in advance as part of the integration process.

Branding

Q. Will you keep the VeriSign brand? How will you brand these offerings?

A. Symantec plans to incorporate the VeriSign check mark into a new corporate logo, as well as a new version of the Norton consumer logo, to convey that it's safe to communicate, transact commerce and exchange information online. Symantec will also launch an updated, Symantec-branded version of the VeriSign Trust Seal.

Symantec and Norton are the two strongest brands for security and protect more than 1 billion systems and users around the world. The VeriSign check mark is the most recognized symbol of trust online with up to 250 million impressions every day on more than 90,000 websites in 160 countries. By combining brand equity strengths, Symantec extends its strategy to create the world's most trusted brand for protecting identities and information online.

Q. When will you roll out the new brand?

A. The VeriSign check mark is the most recognized symbol of trust online with up to 250 million impressions every day on more than 90,000 websites in 160 countries. Starting today, Symantec will begin the transition process to a new corporate identity incorporating the VeriSign check mark. This will include a new corporate logo, as well as a new version of the Norton consumer logo, to convey that it's safe to communicate, transact commerce and exchange information online. The external global roll-out will begin in the December quarter.

Q. Will there be any changes to the GeoTrust and Thawte brands or products?

A. There will be no change to the GeoTrust and Thawte brands or products.

Q. Will you change the Trust Seal branding on websites?

A. We recognize and appreciate the value of the VeriSign Trust™ Seal. We are evaluating our brand strategy carefully, and any changes to the brand will be communicated in advance. Symantec plans to extend the existing awareness and value around the Trust Seal and will roll-out a Symantec branded version of the mark leveraging the existing mark design.

Products

Q. What are SSL and PKI?

A. SSL is short for Secure Socket Layer. SSL is the standard security protocol for establishing an encrypted link between a web server and a browser to provide secure communications on the Internet.

PKI is short for public key infrastructure. It is a system of digital certificates, certificate authorities, and other registration authorities that verify and authenticate the validity of each party involved in digital transactions.

Q. What products does VeriSign currently have?

A. VeriSign's Authentication Business includes Secure Socket Layer (SSL) Certificate Services, Code Signing Certificate Services, Managed Public Key Infrastructure (MPKI), Trust Seal, VeriSign Identity Protection (VIP), and Fraud Detection Services (FDS).

- Secure Socket Layer (SSL) Certificate Services – sold under the VeriSign, GeoTrust and Thawte brands
- Managed Public Key Infrastructure (MPKI)—Secures critical business interactions and operations with managed PKI, encryption, and digital certificates used to authenticate any application, person, process, or organization in an enterprise network, extranet, or on the Internet.
- Trust Seal – The VeriSign Trust Seal shows the world that the identity of a website is confirmed and that the site has passed malware scans. The VeriSign check mark is the most recognized symbol of trust online with up to 250 million impressions every day on more than 90,000 websites in 160 countries.
- VeriSign Identity Protection (VIP) – a hosted, open standard-based platform for consumer and enterprise authentication.

The cloud-based VIP services help organizations doing business online confirm the identities of their customers, employees and partners through user-owned digital certificates that reside on a card, token or other device such as a mobile phone, helping them ensure that they are giving only legitimate users access to their information. VeriSign has already issued more than two million VIP credentials to individuals and has a network of hundreds of merchants.

Q. What are Symantec's intentions for VeriSign's SSL services?

A. We see the benefits of combining VeriSign's SSL Certificate Services with [Critical System Protection](#) and Symantec [Protection Suite for Servers](#). By bringing these offerings together, Symantec will be positioned to help organizations both ensure a higher level of security on their web servers as well as verify that security, providing users with the trust and confidence necessary to do business online.

Q. What are Symantec's intentions for VeriSign's Identity Protection (VIP) services?

A. Symantec recognizes the value of VeriSign's Identity Protection (VIP) services which complement the existing Identity Safe capabilities within the Norton products.

Through Symantec's worldwide distribution network and footprint on more than 1 billion systems – including end-user devices such as laptops, desktops and smart devices, as well as servers – Symantec is positioned to facilitate the ubiquity of identity security through digital certificates for both individuals and companies. This is critical to creating mutually trusted interactions online. With this ubiquity, merchants would have added incentive to join the VIP network if user certificates are widely distributed. More merchants in the VIP network means a more secure and convenient experience for customers moving among member sites. Merchants benefit as well from knowing their customers are also trusted and secure.

Symantec is also positioned to expand the VIP ecosystem by incorporating user certificates into its Norton-branded consumer products providing a channel through which consumers would be able to easily create secure identities that can be authenticated when they do business online. In addition, the future combination of the information classification capabilities of Symantec's Data Loss Prevention solutions and Data Insight technology along with

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VeriSign's identity security services, will allow Symantec to help customers ensure that only authorized users have access to appropriate information.

Q. Where are the synergies between Symantec's and VeriSign's product offerings?

A. There are several potential near-term synergies. VeriSign's industry-leading hosted public key infrastructure (MPKI) solution complements the premier on-premise PKI solution from Symantec's acquisition of PGP, which will enable us to provide customers with the encryption choice that best suits their unique requirements.

Also through Symantec's worldwide distribution network and footprint on more than one billion systems – including end-user devices such as laptops, desktops and smart devices, as well as servers – Symantec can facilitate the ubiquity of identity security through digital certificates for both individuals and companies.

Q. How do VeriSign's products extend with Symantec's security solutions? Aren't there overlaps in these product sets?

A. VeriSign's industry-leading hosted public key infrastructure (managed PKI or MPKI) solution also complements the premier on-premise PKI solution from Symantec's acquisition of PGP, which will enable us to provide customers with the encryption choice that best suits their unique requirements.

Q. Will Symantec continue to sell the VeriSign products and solutions as standalone offerings?

A. Yes. VeriSign's products and services will continue to be provided as standalone offerings, made available in the same manner as VeriSign does today. Any changes will be communicated in advance.

Q. When will you provide details on your integrated product roadmap?

A. The Symantec and VeriSign teams are continuing to work on the details of the integrated product roadmap.

Q. Does VeriSign have any industry or government certifications?

A. VeriSign is FIPS 201 approved. FIPS stands for the Federal Information Processing Standards Publication 201, which is a United States federal government standard that specifies Personal Identity Verification (PIV) requirements for Federal employees and contractors. VeriSign is also a [authorized provider of WiMAX certificates](#), [authorized provider of ECA certificates for Department of Defense](#), [accredited provider of Gatekeeper certificates for the Australian government](#) and [authorized provider of Adobe Certified Document Services](#).

Customers

Q. What does this mean to Symantec customers?

A. The combination of Symantec and VeriSign's security business sets the foundation for a future world of computing that revolves around people and provides them with simple yet secure access to information and confidence in their online transactions.

Through this acquisition, Symantec will be able to help businesses incorporate identity security into a comprehensive framework so that IT can confidently and securely adopt new computing models – from cloud computing to social networking to mobile computing to user-owned devices – that promise tremendous operational efficiencies and freedom of choice for their employees and customers.

Q. What does this mean to VeriSign customers?

A. The combination of Symantec and VeriSign's security business sets the foundation for a future world of computing that revolves around people and provides them with simple yet secure access to information, from anywhere and confidence in their online transactions.

Through this acquisition, Symantec will be able to help business customers incorporate identity security into a comprehensive framework so that IT can confidently and securely adopt new computing models – from cloud computing to social networking to mobile computing to user-owned devices – that promise tremendous operational efficiencies and freedom of choice for their employees and customers.

Our intention is to protect the value of the investments customers have already made in VeriSign but to also provide access to a broader security portfolio from one vendor - Symantec. Our goal is to minimize any disruption to customers. VeriSign's customers will continue to receive the same level of service and support as they always have. Any changes will be communicated in advance.

Q. Who are VeriSign customers?

A. VeriSign is a global business with offices and customers worldwide. VeriSign customers are 95% of the Fortune 500 and 96 of the world's 100 largest banks.

I am a current VeriSign customer...

Q. Is my account team changing? Who should I contact for sales related questions?

A. Symantec intends to continue to serve you in a way that best meets your needs. You will be able to continue to rely on your existing relationships with your Symantec and VeriSign sales representatives and partners. You will continue to purchase VeriSign offerings from your VeriSign account manager and partners and Symantec products and services from your Symantec account managers and partners. We will communicate any changes that may occur in the future.

Q. Will any Sales contact numbers be changing?

A. No, not immediately. Any changes will be communicated in advance.

Q. Will I need to sign a new contract now that the acquisition has closed?

A. No, for now please continue to order VeriSign products and services as you always have. Symantec will advise of any changes in advance.

Q. I am a current VeriSign consulting services customer. Will I need to sign a new contract for services?

A. No, there is no need to sign a new contract.

Q. Will I be able to consolidate my Symantec and VeriSign contracts into a single contract?

A. There are no immediate plans to change the VeriSign contracting process. Our integration plans will take into account contracting/ordering efficiencies as much as possible. We will advise of any updates to contracting and purchasing in advance.

Q. Will I be able to purchase Symantec and VeriSign solutions on a single purchase order?

A. There are no immediate plans to change the VeriSign ordering process. Our integration plans will take into account contracting/ordering efficiencies as much as possible. We will advise of any updates to contracting and purchasing in advance. Meanwhile, customers and partners should continue to order Symantec and VeriSign solutions separately, through their existing channels, as they currently do.

Q. How is the renewal process changing after the acquisition?

A. There are no immediate plans to change the renewals process. Customers should continue to use existing VeriSign renewal processes. We will advise of any changes in advance.

Q. Will there be a change in VeriSign's pricing?

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A. There are no immediate plans for any pricing adjustments. In the future, we plan to explore suite solutions to provide greater value to customers. We will communicate any changes in advance.

Q. Will the acquisition affect our SSL Certificates? Will our certificates remain valid?

A. You should not experience any changes to existing SSL certificates you obtained from VeriSign, its subsidiaries, affiliates and/or partners. The certificates will remain valid until their natural expiration.

Q. Will the acquisition affect the roots which our certificates are signed?

A. The root certificates themselves will not change, except that Symantec now owns the root certificates to which your certificates are signed.

Partners

Q. Can Symantec partners sell VeriSign solutions?

A. VeriSign products will not initially be available for sale through Symantec's channel partners. As we broaden our go-to-market approach over time, we will assess how VeriSign products will be incorporated into Symantec's wider channel strategy. Until then, please continue operating business as usual.

Q. Can VeriSign partners sell Symantec solutions?

A. VeriSign partners always have the option to join the Symantec Partner Program (SPP) if they are interested in selling Symantec's wider range of solutions. For now, VeriSign and Symantec products will continue to be sold through their existing channel and partners should continue to operate business as usual. VeriSign partners should continue to work under their existing distribution and reseller arrangements and process orders as they currently do. Any changes to the VeriSign partner program will be communicated in advance.

Sales

Q. Will Symantec begin to support VeriSign's existing customer base?

A. VeriSign's customers will continue to receive the same level of support through the same VeriSign resources as they always have. Any changes will be communicated in advance.

Q. In which regions will VeriSign's products be available?

A. VeriSign's products will continue to be available in the markets they are offered today.

Q. What does this mean for Symantec's worldwide sales force? How will these new products be integrated into the sales structure?

A. New products will not be immediately integrated into the sales structure. Changes will be communicated if and when they are made in the future.

VeriSign Customer Support

Q. Will existing VeriSign processes or procedures for customer and technical support change?

A. No, there are no immediate changes to account management, sales or support. Any future changes to the sales and/or support processes will be communicated to customers and partners well in advance of the changes being implemented, so that they can plan accordingly.

Q. Will the VeriSign Technical Support organization continue to provide product support for their respective products?

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- A. Yes, the VeriSign Technical Support organization will continue to provide product support for their respective products. There are no immediate changes to account management, sales or support. Any future changes to the Sales and/or Support processes will be communicated to customers and partners well in advance of the changes being implemented, so that they can plan accordingly.
- Q. I am a current VeriSign customer with a technical support contract. Will the terms and delivery processes for technical support change?**
- A. No, there are no immediate changes to account management, Sales or Support. Any future changes to the Sales and/or Support processes will be communicated to customers and partners well in advance of the changes being implemented, so that they can plan accordingly.
- Q. Will any contact numbers be changing for Customer Support?**
- A. No, not immediately. Any changes will be communicated in advance.

Licensing, Pricing, and Renewals

- Q. Will I be able to consolidate my Symantec and VeriSign contracts into a single contract?**
- A. Buying programs and purchasing systems, which include contracts, will continue to operate separately until otherwise advised. Please continue to purchase and access VeriSign and Symantec products, support, and services as you have previously. Our ultimate goal is to optimize our partners' and customers' purchasing experience. Any changes to purchasing processes will be communicated in advance.
- Q. Beginning day one (Aug. 9, 2010), where do VeriSign Secure Sockets Layer (SSL) Certificate Services, Code Signing Certificate Services, Managed Public Key Infrastructure (MPKI) Services, Trust Seal, Identity Protection (VIP) Authentication Service and VIP Fraud Detection Service (FDS) customers and partners send purchase orders?**
- A. Until otherwise advised, please continue to order VeriSign Security Solutions, including Thawte or GeoTrust SSL Certificates, as you always have. If you normally submit orders to VeriSign, Inc., VeriSign SARL or Thawte Consulting (PTY) Ltd., the only change is to list Symantec as the Vendor.
- Q. Can I purchase Symantec and VeriSign products on a single purchase order?**
- A. For now, please continue to purchase Symantec and VeriSign products and services as you always have, from each company separately, on separate POs. As we progress our integration plans, any changes to the purchasing process will be communicated accordingly.
- Q. How will the acquisition affect pricing? Will I receive a discount for purchasing Symantec and VeriSign products?**
- A. Customers should continue to do business as usual, buying VeriSign and Symantec products and services separately. No additional discounts will be automatically given for purchasing from both product lines.
- Q. How will the VeriSign renewals processes be affected by the acquisition?**
- A. Until otherwise advised, please continue to renew your VeriSign products as you always have. You will continue to be notified ahead of your renewal, and we will continue to offer all of the personal, professional service you have enjoyed from VeriSign.
- Q. Will the service level agreements change?**
- A. There will be no changes to current service level agreements. Any changes will be communicated in advance.

Ordering, Billing & Payments

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I am a Current Direct Customer of GeoTrust ...

Q. Beginning day one (Aug. 9, 2010), what ordering, billing & payment changes will I encounter?

A. Direct Customers of GeoTrust should continue to transact orders with GeoTrust as you always have. Going forward, you will notice that our invoices may indicate an updated Remit-To address and/or new bank account information. Please make note of these changes.

I am a Current VeriSign Security Business Customer ...

Q. Beginning day one (Aug. 9, 2010), what ordering, billing & payment changes will I encounter?

A. As part of this acquisition, we are transferring any Security Business ordering from VeriSign, Inc. and/or VeriSign, SARL ("Affected VeriSign Entities") to Symantec. For these entities, you will start to see Symantec as the updated company name, as shown in the following table:

Prior Company Name	Country Specifics	Updated Company Name
VeriSign, Inc.	<i>If you are in the Americas, Thailand or Japan.</i>	<i>Symantec Corporation</i>
VeriSign, SARL	<i>If you are in Europe, Middle East or Asia Pacific (excluding Thailand, Japan or Australia)</i>	<i>Symantec, Ltd</i>
Other VeriSign Entities	NA	<i>No Change. Continue to transact orders as you always have</i>

What this means for our customers:

- **Prior orders.** Orders under recent purchase orders to VeriSign, Inc or VeriSign SARL may be invoiced by Symantec. Please remit your payment to Symantec per the invoice details.
- **Future orders.** VeriSign Security Business orders which would have previously been submitted to VeriSign Inc. and/or VeriSign, SARL should be submitted to the updated Symantec company name as listed in the above table.
- **Invoicing.** Going forward, invoices may indicate an updated Remit-To address and/or new bank account information for payments. Please make note of these updates.
- **Credit cards.** Interim branding changes may be made to service charge descriptions on credit card statements, for transactions after the date of this letter, as ordering is transitioned to Symantec.
- **Contract Assignments.** Existing agreements with VeriSign Inc and/or VeriSign SARL for Security Business have also been assigned to Symantec, per the company mapping in the table above.

I am a Current Thawte, Inc. Customer and/or Thawte Consulting (PTY) Ltd. customer ...

Q. Beginning day one (Aug. 9, 2010), what ordering, billing & payment changes will I encounter?

A. **Thawte, Inc. Customers.** The vast majority of Thawte customers will see no changes to their order processing experience. Customers who order directly should expect the following changes:

- *Credit cards.* Interim branding changes may be made to service charge descriptions on credit card statements, for transactions after the date of this letter, as ordering is transitioned to Symantec.
- *Invoicing.* Going forward, invoices may indicate an updated Remit-To address and/or new bank account information for payments. Please make note of these updates.

Thawte Consulting (PTY) Ltd. customers (primarily South Africa). Order processing has moved to Symantec, Ltd.

- *Prior Orders.* Orders under recent purchase orders to Thawte Consulting may be invoiced by Symantec, Ltd. *If so, please remit your payment to Symantec per the invoice details.*
- *Future Orders.* Orders which you would have previously submitted to Thawte Consulting should be submitted to Symantec, Ltd.
- *Contract Transfers/Assignments.* Existing agreements with Thawte Consulting for Security Business solutions have also been transferred to Symantec, Ltd.