

Symantec Partner Program Channel Benefits

Benefit	Partner Level			
	Platinum	Gold	Silver	Registered
Support				
Online Technical Information and FAQs	•	•	•	•
5x8 Priority Technical Support for Security Products ¹		•		
24x7 Priority Technical Support for Security Products ¹	•			
30 Telephone Support Incidents for Availability Products ¹	•			
15 Telephone Support Incidents for Availability Products ¹		•		
2 Telephone Support Incidents for Availability Products ¹			•	
Beta Program	•	•		
Sell/Influence				
Eligible for Opportunity Registration ²	•	•		
Eligible for Rebate Program ²	•	•		
Advanced Product Information	•	•	•	
Competitive Information ³	•	•		
Not For Resale (NFR) Security Product — Limited Use Licenses		•	•	
Security Product Internal License Program		•	•	
Security Product Evaluation Program		•	•	
Availability Product Evaluation Program		•	•	
Not For Resale (NFR) Availability Product — Limited Use Licenses		•	•	
Increased Quantity of Not For Resale (NFR) Security Product — Limited Use Licenses	•			
Increased Quantity of Security Product Internal License Program	•			
Increased Quantity of Security Product Evaluation Program	•			
Increased Quantity of Availability Product Evaluation Program	•			
Increased Quantity of Not For Resale (NFR) Availability Product — Limited Use Licenses	•			
Hardware Demonstration Unit Program	•	•	•	
Configuration/Quote Generator ^{2,3}	•	•	•	•
Free Product Brochures and Sales Tools (Subject to Limits)	•	•	•	•
Eligible for Partner Advisory Council	•			
Learn				
Discounted Instructor-Led Technical Training ⁴	•	•		
OnDemand (CBT) Self-Paced Technical Training ²	•	•	•	•
Partner Enablement Toolkits (Self-Paced Sales and Technical Content)	•	•	•	•
Onsite Symantec Sales Training — No Fee ²	•	•		
OnDemand (CBT) Self-Paced Sales Training — No Fee ²	•	•	•	•
Promote				
Referenced on Symantec Web Site via the Partner Locator	•	•	•	
Access to Marketing Tools ²	•	•	•	
Partner Events ²	•	•		
Ongoing Communications on Symantec News and Products	•	•	•	•
Online Welcome Pack	•	•	•	•
Partner Program Survey	•	•	•	
Platinum Partner Logo Usage and Guideline	•			
Gold Partner Logo Usage and Guideline		•		
Silver Partner Logo Usage and Guideline			•	
Registered Partner Logo Usage and Guideline				•

1. As we continue our integration efforts, our goal is to combine our support offerings to reflect the best practices from both Symantec and VERITAS. We anticipate a unified partner support benefit to become available in the months following the launch of the first phase of the new Symantec Partner Program. We look forward to providing this enhancement, and will advise you of the "Unified Support Benefit Date" when this becomes available. Existing Technical Support benefits remain in place for those partners who already have access to either Security or Availability support.

2. Subject to resource availability; not offered in all regions.

3. Limited Security information only at this time.

4. Costs associated with travel/expenses for Instructor-Led Training are the partner's responsibility.



About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability and integrity of their information. Headquartered in Cupertino, California, Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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