

Customer Frequently Asked Questions and Answers

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Company Vision

Q1: What is the new company called?

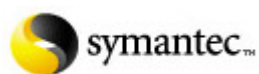
A: The new company is called Symantec. However, you will continue to see the VERITAS brand in the coming months. We will transition our various materials to the Symantec brand in a gradual manner as part of our continuing efforts to provide our customers with the products and services they need without disruption.

Q2: Why have you decided to merge? What is the value to me?

A: Information is **the** currency of our age, and as such, it has become invaluable. Unlike a disk, a server, or a laptop, information is not replaceable. We believe that achieving a resilient infrastructure is critical to your ability to overcome today's challenges around information security, availability and management. The new Symantec is pioneering a technology frontier where the traditional definitions and separations of security and storage are disappearing. It's time to seamlessly bridge the divide between security, device management, storage management, and systems and network management.

Q3: This merger is going to double the size of the company. Will I get lost in the number of customers the new company will be serving?

A: While it is true that the size of our company will double and our customer base will be significantly larger, our ability to serve you will also double. Unlike many mergers, our combination brings together industry leaders with the objective of delivering new levels



of innovation and service to our customers. This strategic merger is not about cost cutting; the new company plans to maintain the best of the employee base at both companies, particularly in the sales and support staff, to provide customers with a high level of attention and expertise. Additionally, the strength of our combined partners will continue to provide you with first rate support. Symantec is firmly committed to your success and to helping you keep your business up, running and growing, no matter what happens.

Q4: If I have an idea or feedback on the merger, whom do I contact?

A: We encourage you to provide feedback on the merger to your sales representative, or you can write to us at customer_voice@symantec.com.

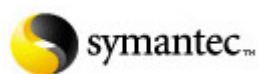
Product Questions

Q1: Will the resources you spend on development change?

A: We intend to continue our ongoing investments in our existing product lines with no merger-related disruptions. Both companies have a proven track record of innovation and investment in the innovation engine – Research & Development. For example, Symantec invested \$332.3M or 12.9 percent of total revenue for fiscal year 2005 in R&D, and VERITAS invested \$342.7 M or 17 percent of revenue in 2004. Symantec will continue to leverage the strength and expertise from both VERITAS and Symantec development teams to drive world-class information integrity solutions.

Q2: The technology that I've purchased from you is part of my long-term plan. Will the products I've installed or the products I'm planning to purchase be going away because of the merger?

A: We remain steadfastly committed to further developing and enhancing our ability to address your evolving business and technical requirements. Both company's products will continue their normal lifecycles. Any product's end-of-life will only occur as a result of normal product portfolio management and will be communicated with ample time for you to plan for a transition to new technologies, just as it would have been if the companies were to remain separate entities.



Q3: What does this merger mean for the products that I've purchased from either VERITAS or Symantec? What will happen to all of the VERITAS storage products?

A: The merger will not distract us from our customary focus on providing ongoing enhancements of our existing product portfolio. We intend for VERITAS storage products and Symantec security products to continue with their pre-merger release plans. We do not expect any product "end-of-life" to occur as a result of the merger. As we continue the integration process, our focus on integrating our product and support/service portfolios will continue. Any product's end-of-life will only occur as a result of normal product portfolio management, and will be communicated with ample time for you to plan for a transition to new technologies, just as it would have been if the companies were to remain separate entities.

Q4: Will Symantec's focus on security remain strong?

A: Symantec is the global leader in information security and intends to keep it that way. To deliver Information Integrity to customers, security must be a key pillar of the company's direction. Symantec will continue to invest in technology to maintain our leadership position.

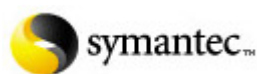
Q5: Do you expect this merger to slow product progress at all?

A: Symantec has structured the post-merger organization to minimize any disruption to the existing product roadmaps and delivery commitments. Our original product schedules are still intact, independent of any of any merger activities. Product teams have been kept intact to help provide continuity in the upcoming releases of products.

Q6: What are the early product integration points? What is the near-term and long-term product integration roadmap?

A: Symantec is committed to generating technology benefits for our customers as soon as possible. We have a timeline for bringing the advantages of the combined companies to our product portfolio. (Please note that this is our expected timeline based on information available to us now, and may be subject to change.)

- In the first six months after the close of the merger, product integration will be focused on product compatibility testing, delivering product combinations to support solutions such as Business Continuity, Regulatory Compliance and Email Solutions,



and leveraging DeepSight™, our early warning product set, to trigger alerts in back-up products.

- Within twelve months, Symantec intends to begin product-to-product integration, to rationalize and integrate licensing, and to integrate LiveUpdate™ into all products. The LiveUpdate™ component is an essential piece of technology providing a method to deliver product and security updates directly to the desktop, gateway or server. LiveUpdate™ facilitates easy retrieval and deployment of timely security updates to Symantec products.
- Beyond twelve months, Symantec intends to focus on new functionality based on combined features and integration of a common platform.

Q8: What is the future direction of your product portfolio and how will that benefit my business?

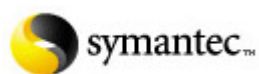
A: We believe that the foundation for any company seeking to achieve Information Integrity is a resilient infrastructure. By combining the right technologies, processes, and policies, companies can dramatically reduce the risk of unexpected disruptions and increase their ability to maintain continuity of normal business operations. This is our focus and future direction, and with the merger of Symantec and VERITAS, we can now offer our customers the technology to achieve Information Integrity across their organizations.

Symantec will offer unmatched product and technology breadth and depth across every tier of your IT infrastructure.

- **Security Infrastructure & Management** – Defense-in-depth protection against attacks at all tiers.
- **Storage Management** – Reduce storage-related downtime, improve storage utilization and simplify storage administration
- **Data Management** – Simplify the management, protection and recovery of data throughout its lifecycle, and rapidly recover systems.
- **Application Service Management** – Optimize application and system availability and performance.
- **Insight** – Use knowledge of the environment to provide actionable intelligence.

Q9: Will you still maintain a focus on UNIX / Linux®; on Windows®?

A: A heterogeneous environment is a fact of life in today's enterprises. One of Symantec's strengths is the ability to provide security and availability across those



heterogeneous platforms. Therefore, Symantec intends to continue leveraging that strength across a broad set of operating systems throughout the combined product set. The combination of Unix, Linux and Windows strengths between the two companies will be leveraged to enable greater opportunities of product expansion into popular operating system environments, enhancing the heterogeneous and operating system neutral capabilities of the new corporation.

Q10: What will happen to the VERITAS utility computing initiative?

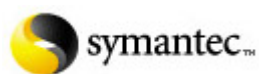
A: The underlying principles of VERITAS' utility computing strategy are in close alignment with Symantec's strategy to deliver Information Integrity to the enterprise. Fundamentally, VERITAS' utility computing strategy is about making applications and data available through shared infrastructure at the lowest overall cost. Symantec's Information Integrity strategy encompasses both information availability and information security.

Q11: How committed is Symantec to the "enterprise" world?

A: Symantec is committed to serving all segments of its customer base, including the needs of its enterprise customers. Symantec currently derives almost 50 percent of its revenues from its enterprise products and solutions. During its 2005 fiscal year, 49 percent of Symantec's revenues came from its enterprise solution and services sales. Enterprise customers from around the world have chosen Symantec's products and services to secure and manage their IT infrastructure and help ensure compliance with rapidly changing regulatory requirements. VERITAS has also proven its leadership to enterprise customers by providing enterprise data availability and protection solutions that address today's most urgent problems facing IT organizations. This merger is an opportunity to further both companies' commitment to bringing world-class technology innovation and solutions to enterprise customers. The combination will help our customers build a resilient infrastructure, manage a complex heterogeneous environment, and reduce risk, allowing them to bounce back from disruptions when they occur and continuously optimize performance.

Q12: Will any VERITAS product names change now that they are part of Symantec?

A: As the integration continues you will see the company branding of the VERITAS product line change to reflect the fact that the products are now offered by Symantec, but we plan to keep the VERITAS product names the same immediately following the



merger. Products will continue on their respective product plan until there is a major product revision or integration that warrants an update to the branding or product.

Q13: Will VERITAS products eventually be integrated with the Symantec™ Enterprise Security Architecture (SESA™)?

A: Symantec is moving toward a common platform for products and expects work to begin on that in 12 - 24 months. We recognize the need to incorporate integration efforts while minimizing any disruption to ongoing planned product enhancements, and will design the implementation of the integrated platform to minimize the impact to customer operations.

Q14: Will VERITAS Backup Exec and Symantec LiveState™ Recovery merge?

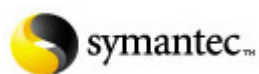
A: At this time, there are no plans to merge Backup Exec™ and Symantec LiveState™ Recovery products as a result of the merger and we anticipate the two products will continue to co-exist and fill different needs in customer environments. Information on any changes to the new Symantec's product portfolio will be made available to our partners and customers in advance, as always.

Support, Consulting and Education Questions

Q1: I depend on your sophisticated customer service to help me manage my business. Will this merger affect my standard of service? Will existing processes or procedures for customer and technical support change?

A: Both organizations have built a solid reputation for customer service and support, and you can be assured that will continue. We are confident in our continued ability to meet or exceed the level of excellence that you expect from us. Our commitment to you is to make every effort to provide a seamless transition at each step, and to continue to provide you the world-class standard of customer support that you have come to expect, from the day we complete the merger and into the future.

Over the coming months, we will be focused on enhancing our combined Support offerings by leveraging the best practices of both entities, for the sole purpose of improving your support experience. In the interim, however, you will continue to receive the same exceptional support from the same people or groups that have been assisting you previously. Please continue to use support as you have in the past, either online, via phone support, or through your Business Critical account team. Support phone



numbers and website links will also remain the same. We will make pertinent information available to you well in advance of any changes.

Q2: Will Symantec continue to sell and deliver services after the VERITAS merger closes?

A: Yes, Symantec will still provide a variety of consulting, education, support, managed security, and early warning services to customers, and remains committed to supporting customers with the right people, processes, and technology to enable information integrity.

For more information please visit:

<http://enterprisesecurity.symantec.com/SecurityServices/default.cfm?EID=0>

Q3: What service offerings will Symantec have now that the VERITAS merger is closed?

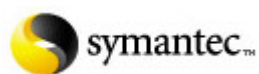
A: The merged company will provide:

- Consulting advisory services to support the planning, design, architecture and compliance policies of an enterprise
- Solutions enablement services to assist customers in maximizing the value of their technology investments
- Education services and hands-on training for security, storage and availability technologies as well as security awareness programs
- Support services and technical assistance on security and availability technologies
- Business critical services delivery, technical assistance, dedicated account management, and fly-to-site experts for mission-critical data centers
- Managed security services, threat and vulnerability early warning services, and security response services

Available service offerings will evolve and be updated to address customer and market needs as required.

Q4: Will there be any new service offerings available as a result of the merger?

A: Symantec intends to harmonize current offerings and evaluate opportunities for creating new service offerings. No new service offerings are currently planned for delivery at the close of the merger, however, new rules of engagement will enable us to provide the right services and experts to address the needs of our customers across security and availability solutions.



Q5: I am a current Symantec/VERITAS services customer. Who will my account manager be after the merger closes?

A: Until notified otherwise through official communications from Symantec, all account relationships and sales interactions with former VERITAS or Symantec sales team members will remain the same after the close of the merger.

Q6: I am a current Symantec/VERITAS services customer. Will I need to sign a new contract for services after the merger closes?

A: All contracts for services currently in force on the day the merger closes will continue to be fully honored. Any changes to contracts currently in force will generally take place as a part of normal contract renewal processes.

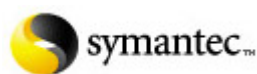
Q7: I am a services customer of both Symantec and VERITAS. How will I be billed after the merger closes?

A: For some time after the merger closes, the billing systems for the former VERITAS and Symantec companies will remain separate, so there may be cases where a customer would receive separate bills for different services provided by the new Symantec.

Q8: What consulting services will Symantec offer after the merger?

A: Symantec will offer two major types of consulting services for both security and availability needs.

Consulting advisory services help customers define needs, understand regulatory requirements, assess risks, understand current programs, and define required additions or changes to people, process, and technology programs supporting availability and security requirements. The consulting advisory practices include: Secure Application Services, Secure Infrastructure Services, Security Compliance Services, Security Strategy Services, Business Continuity Management, Storage Management, Application Performance Management, and Utility Computing.



Consulting solutions enablement services help customers accelerate and optimize the deployment of specific technologies that address security and availability needs by applying best practices to the design, deployment, configuration, and operation of technologies. The consulting solutions enablement services include: Antivirus Services, Client Security Services, Enterprise Security Manager Services, Gateway Security Services, Incident Manager Services, Intruder Alert Services, Network Security Services, Decoy Server Implementation, On-Site Security Services, Storage and Server Management, Data Management, and Application Service Management.

Please refer to the following links for more information:

For VERITAS Consulting: www.veritas.com/consulting/ConsultingHome.jhtml

For Symantec Consulting: www.enterprisesecurity.symantec.com/SecurityServices/

Q9: What education and training services will Symantec offer after the merger?

Symantec will offer a range of education assessments, technical training courses, and end user and partner certification courses designed to help users of Symantec's security and availability technologies be more effective in deploying and operating those technologies. Symantec will also offer more focused, customized training opportunities on the subjects of security and availability interest through:

- Symantec Academy
- Symantec Security Awareness Program
- VERITAS classroom training, onsite training, and eLearning (VERITAS Virtual Academy-live web casts, expert mentoring, hands on labs, and self paced learning/ CD ROM's)

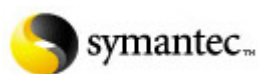
Please refer to the following links for more information:

For VERITAS Education: www.veritas.com/services/education/index.html

For Symantec Education: www.enterprisesecurity.symantec.com/SecurityServices/

Q10: Will Symantec offer outsourced management and monitoring for VERITAS technologies?

A: Symantec does not anticipate offering management and monitoring services for VERITAS technologies concurrent with the close of the merger. However, Symantec will evaluate the market opportunity and customer need for such services after the merger, and may choose to offer these services at some future time.



Q11: Will there be any changes to Symantec's early warning services (Symantec DeepSight™ Threat Management System and Symantec DeepSight™ Alert Services) as a result of the merger?

A: Symantec does not anticipate any changes to the Symantec DeepSight™ Threat Management System or Symantec DeepSight™ Alert Services as a result of the merger. Symantec DeepSight™ early warning solutions will continue to be improved and modified in response to customer needs and market changes as required.

Q12: I am a current Symantec/VERITAS customer with a technical support contract. Will the terms and delivery processes for technical support change after the merger?

A: Over the coming months we will be leveraging the collective vision and experience of Symantec and VERITAS to define innovative ways to enhance our combined Support offerings, and ultimately your support experience. In the interim, however, customers will continue to receive exceptional support from the same people or groups that have been supporting them previously, and all existing customer support entitlements will remain fully in force. Customers should continue to use support as they have in the past. Support phone numbers and web site links will also remain the same.

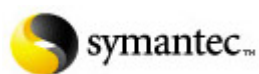
Sales/Account Management Questions

Q1: How will the merger effect the sales organization?

A: We plan to retain talent from both sales organizations and expect to continue to grow our combined organization at a good pace moving forward. Our ability to serve you is deep, with outstanding field sales, channel sales, and alliance organizations that remain dedicated to your needs.

Q2: Who is my account team? Whom should I contact for sales related questions?

A: It is our intention 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 VERITAS sales representatives and partners. We will communicate any changes to your current account team if they occur. For any unanswered sales-related questions on your account, please contact your existing Symantec and/or VERITAS account or partner team. If you have further questions, please contact customer support.



Q3: Will I be able to purchase VERITAS products from my current Symantec representative and vice versa?

A: If you typically work with a Symantec representative and have need for VERITAS products, your Symantec representative will enlist the expertise of a VERITAS colleague to access and address your availability and resilient infrastructure needs, and vice-versa. We are also embracing the partner community focused on the VERITAS products, and we will continue to leverage both companies' partner relationships in the best interest of our customers. We intend to provide you with the best support for all your product inquiries and needs.

Licensing, Pricing and Renewal Questions

Q1: Will I be able to consolidate my Symantec/VERITAS contracts into a single contract?

A: Buying programs and purchasing systems, which includes contracts, will continue to operate separately for some time following the merger close. The buying programs will be consolidated at a future date. Until then, please continue to purchase and access each company's products, support and services as you have previously.

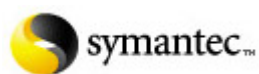
Q2: Will there be a new licensing model? If so, when, and what will that look like?

A: Currently Symantec and VERITAS have a number of different licensing meters and models. The merger offers the unique opportunity to leverage the combined expertise and best practices of both organizations to benefit our customers. The combined company is working on defining a single set of meters and models. The initial definition is expected to be published by the end of 2005, after which point we will begin the process of implementing the consolidated models, beginning with new product releases.

Q3: Can I purchase Symantec and VERITAS products on a single purchase order?

A: Yes, you may purchase Symantec and VERITAS products on one P.O. from any channel partner that participates in both companies' reseller partner programs and is authorized to resell both Symantec and VERITAS products.

However, until our systems are fully integrated, customers will not be able to directly purchase both Symantec and legacy VERITAS products using one P.O. Please



continue to purchase Symantec and VERITAS products and services as before the merger, according to the buying programs or your separate arrangements with both companies. We will let you know as soon as alternative, single-source purchasing becomes available.

Q4: How will the merger affect pricing? Will I receive a discount for purchasing both Symantec & VERITAS products?

A: Pricing for each product set is planned to remain the same. Any discounts will be issued using existing processes and need to be routed to the appropriate executive for approval. We look forward to providing you a single set of buying programs that reflects the expertise and best practices of both companies. We are actively working on developing consolidated buying programs, under which new purchasing of both product sets can be consolidated, at a future date. We will announce any consolidated buying programs as soon as they become available.

Q5: How will the renewals process be affected by the merger?

A: Both the Symantec and VERITAS renewals teams will conduct business under their normal processes and guidelines. Renewals will be handled within their respective organizations. For VERITAS legacy products, the VERITAS renewals sales team will continue to assist you. For Symantec legacy products, the Symantec sales and partner organizations will continue to assist you. Both companies will maintain their current sales model and sell either direct or via channel partners. Our customers will continue to receive the same technical support/maintenance for respective VERITAS or Symantec products as before the merger.

Channel and Partner Questions

Symantec partners can access the most current information and partner FAQ on PartnerNet (<https://partnernetwork.symantec.com>) and VERITAS partners should access VERITAS Partner Network (<http://www.veritas.com/partnernetwork>).

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, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.