

# Symantec™ Licensing Program: Rewards

The easy way to earn greater incentives as your investment in Symantec increases

**Rewards Program Guide**

June 2008

## About this Rewards Program Guide

If you are a company that has a Symantec agreement referencing this Program Guide, (a “Rewards Agreement”), the terms of this Program Guide are part of your Rewards Agreement. As used in this Program Guide, “you” means the licensee company or entity named in the Rewards Agreement, and “we” or “Symantec” means the Symantec entity named in the Rewards Agreement. Symantec reserves the right to administer and change the Rewards Program and this Program Guide in its discretion and without notice. For the most updated information, please review the most current version of this Program Guide on Symantec.com, under Licensing Programs.

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## 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.

For specific country offices and contact numbers, please visit our Web site at [www.symantec.com](http://www.symantec.com). For product information in the U.S., call toll-free 1 (800) 745 6054.

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## Symantec Rewards Program—overview

The Symantec Rewards Program offers mid-size and large organizations streamlined procurement of all Symantec software products, as well as Enterprise Support Service options. The Rewards Program offers many benefits such as:

- Volume-purchase band incentives
- No minimum order size for follow-on orders
- Flexibility of decentralized purchasing, with the leverage of multisite and global buying power

With its volume-purchase incentives and predictable pricing methodology, Symantec Rewards is designed to support multisite/global customers who wish to aggregate organizational purchasing power, while preferring the added flexibility of decentralized purchasing. In addition, Symantec Rewards offers online tools to help each customer track and manage their Rewards band and points status.

Rewards benefits include access to all Symantec security and availability software products, and related enterprise support service options. It's easy to maintain access to important product upgrades and technical assistance for Symantec software — simply purchase Symantec Essential Support or Basic Maintenance through Symantec Rewards, just as easily as ordering software.

The Rewards Program does not include consulting, training, appliances, Business Critical Services (BCS), and Managed Security Services (MSS). These Symantec professional services and Enterprise Support enhancements continue to be available through separate purchases. Please consult a Symantec reseller partner, Symantec Sales account manager, or visit [Symantec.com](http://Symantec.com) for more information.

Entry to the Rewards Program is easy. Enrollment requires an initial purchase of at least 6,000 points (to establish a master purchasing relationship) or 500 points (to add an affiliate purchasing relationship linked to a master account). The initial order thresholds are targeted for mid-size to large enterprises. For example, at the 6,000-point level, the approximate minimum initial purchase is 500 or more desktop licenses or 10+ server licenses.

Customers also enjoy the Rewards Program's predictable pricing methodology. A customer's initial order sets the organization's initial price band level within the program. After the initial purchase, there is no minimum required size for subsequent orders. During each annual program period, later orders are eligible for volume incentives and enjoy the same band or higher, regardless of the size of each subsequent order or number of licenses purchased. Customers earn additional points by buying eligible Symantec solutions, so rewards increase as they invest in the Symantec infrastructure. A customer's points and discount eligibility increase during each annual period, as affiliates order under their master account, or as affiliates establish and link their accounts to your master account. Please refer to the "Initial orders, bands, and points" section of this Guide for more information regarding points.

National organizations will appreciate the fact that purchases made by any affiliate within the primary customer's program territory earn points that count towards the corporate price band. A regional, multinational, or global organization may also aggregate purchases across program territories for regional or global accumulation. (Please refer to the Rewards Agreement and the "Affiliate ordering under linked Affiliate SAN" section of this Program Guide for more information regarding linking SANs for broader territorial coverage.)

To enroll in the Symantec Rewards Program, go to [MySymantec.com](http://MySymantec.com) and use the automated application to review and accept program terms. The system will issue a Symantec Agreement Number (SAN) with which to begin placing Rewards orders. Annual membership renewals are automatic, so no further action is required. This easy process also offers customers the option to consolidate support/maintenance renewals under Rewards, regardless of the date of initial product purchase.

## Symantec Agreement Number(SAN)

The Symantec Agreement Number (SAN) is a key tool for customers to enjoy the benefits of the new integrated Symantec Licensing Programs, including the Symantec Rewards Program. Each customer is assigned a Symantec agreement number identifying its participation in a specific Symantec Licensing Program. When ordering under the Rewards Program, the customer uses its Rewards SAN to qualify its orders for appropriate treatment (band-level eligibility) and to enable its orders to accumulate points to sustain and enhance discount band eligibility.

The SAN offers many benefits such as the ability for a customer to link license purchases to a central owner across multiple orders and to consolidate renewals. The SAN also enables organizations to establish master/affiliate purchasing relationships under the same SAN, or under linked SANs, for points accumulation.

Please note that the SAN is a new, superseding form of identification unique to the new Symantec Licensing Programs. When a legacy VIP or Elite program customer enrolls in Rewards, the SAN replaces any prior contract numbers issued under the customer's prior VIP or Elite buying relationship. A Rewards SAN is not automatically issued to participants in prior licensing programs; the Rewards SAN is only provided when a customer enrolls in the Rewards Program.

A customer's Rewards SAN appears on every license certificate issued for purchases under that SAN. The SAN is a nine-digit, alphanumeric value including a program identifier of "REW."

*Example: 3WD45GREW*

## How the program works

Symantec Rewards uses a point accumulation process to provide greater discount eligibility as purchases of eligible Symantec software products and support accrue. A certain number of points are assigned to each Symantec Rewards SKU (part number). Points accumulate on an annual basis.<sup>1</sup> The more solutions a customer purchases within the Rewards Program, the greater their band discount eligibility.

Pricing is tied to the band enjoyed by the customer's organization, which is determined based on how many points the organization has accumulated on an annual basis. As points accumulate during each annual program period, the customer can move into more advantageous pricing bands for additional purchases.

The Rewards Program also allows purchasing by eligible affiliates within the original named customer's program territory. Any corporate affiliate that meets program requirements may place purchases under the original customer's Symantec Agreement Number (SAN). Affiliates can also establish their own Rewards SAN, while still leveraging the master purchasing relationship. Affiliate purchases earn points that accumulate and count toward the corporate pricing band for the benefit of the original named customer and all participating affiliates. (Please see the Rewards Agreement and the "Affiliate purchasing" section of this Program Guide for more information.)

Customers and eligible affiliates must provide their Rewards SAN with every order. Additionally, the SAN enables customers to view and track their band and points within the program.

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<sup>1</sup> The Rewards Program has a rolling one-year term, renewing automatically on a customer's Annual Review Date. Please refer to the Rewards Agreement and the "Annual Review Date" section of this Guide for more information.

## Initial orders, bands, and points

To enroll in the Rewards Program at the master account level, a customer's initial order must be at least 6,000 points. To establish and enroll under an affiliate account, linked to an existing master account, the initial order must be at least 500 points.

The number of points earned by the first order establishes the customer's initial Rewards band.

### Rewards Band Levels

Band Levels	Accumulated Points
A	6,000-11,999
B	12,000-19,999
C	20,000-49,999
D	50,000-99,999
E	100,000+

For the program period following the initial order, customers may continue ordering under the price band established by their initial order, without regard to order size.

Points earned by subsequent orders during a program period accrue to enhance a customer's price band eligibility. If the customer's affiliates use the original customer's SAN to order in the same program territory, their purchase points aggregate with any other linked SAN. The aggregated points are counted towards band enhancement for all orders placed using that SAN.

### Examples of how band levels function

(Note: Point values in examples below are for illustrative purposes only, and may not reflect actual point values based on the then-current price list).

#### *Initial customer order—example 1*

In this scenario, a new customer has completed the online enrollment steps to join the Rewards Program. It receives its SAN and engages a reseller partner to place an initial order for a Symantec solution. Each of the line items on the initial order is worth points in the Rewards Program. For example, the first line item of the customer's order for Symantec AntiVirus™ software is worth 15,000 points (quantity of 500 plus two years of Essential maintenance). See the table below.

Altogether, all items of the initial order have a point value of 31,284 points, which puts the customer in the “C” order band, based on its initial order. (See the Rewards Band Levels table above.)

<b>Product Description</b>	<b>Quantity x Points</b>	<b>Total Points</b>
SAV EE Desktop + 2 yr Maint	500 x 30	15,000
ESM Manager License	3 x 478	1,434
ESM Manager 2 yr Maint	3 x 110	330
ESM Agents license	30 x 238	7,140
ESM Agents 2 yr Maint	30 x 54	1,620
NB Server, Win, Server, License Tier 4	6 x 960	5,760
Total points		31,284
Rewards Buying initial order band		C

*Rewards existing customer quote—example 1*

In this scenario, an existing Rewards customer has already earned 60,000 points from previous orders, so they are in Band D. The customer now orders the same solution described in the table above for an additional 31,284 points. These additional points are added to the initial 60,000 points. With a new total of 91,284 points, the customer remains in Band D because the Band E threshold is 100,000.

If the customer places an additional order of approximately 9,000 more points, they will move to the next higher band for that order and subsequent orders until their next Annual Review Date. (See the Rewards Band Levels table above.)

<b>Product Description</b>	<b>Quantity x Points</b>	<b>Total Points</b>
SAV EE Desktop + 2 yr Essential	500 x 30	15,000
ESM Manager License	3 x 478	1,434
ESM Manager 2 yr Essential	3 x 110	330
ESM Agents license	30 x 238	7,140
ESM Agents license 2 yr Essential	30 x 54	1,620
NB Server, Win Server, License Tier 4	6 x 960	5,760
Total points this order		31,284

+ Total current points	60,000
New accumulated points	91,284
Rewards—order band	D

*Rewards existing customer quote—example 2*

In this scenario, an existing Rewards customer has already earned 90,000 points from previous orders, so it is in Band D. The customer now orders the same solution described in the table above for an additional 31,284 points. These additional points are added to the initial 90,000 points.

The new total of 121,284 points means that the customer moves into Band E with this order and for future orders until its next Annual Review Period. (See the Rewards Band Levels table above).

<b>Description</b>	<b>Points</b>
Total points this order	31,284
+ Total current points	90,000
New total accumulated points	121,284
Rewards—order band	E

## Ordering, reseller partners

The Rewards Program is fulfilled by the customer's chosen authorized Symantec resellers. Customers who are enrolled in Rewards must provide their SAN to their reseller provider to receive quotes for desired orders under the program.

Symantec provides pricing for each order to the customer's Symantec channel partners, based on the customer's then-current band level in the program. Symantec does not, however, set the reseller's price to the customer; the customer's price is as established by the customer with its reseller provider.

If a customer wishes to understand the number of Rewards points for which its order may qualify, the customer may request its reseller provide that information. (Please note that while Symantec makes all reasonable efforts to provide accurate and up-to-date account/points information to our channel partners, we are not responsible for system processing delays or for mistakes or misstatements made by a customer's channel partner/reseller.)

A customer may choose to place its orders through any authorized Symantec reseller in its program ordering territory. (Please refer to the Rewards Agreement and to the "Territory—Ordering" section of this Guide.) Please note that certain partner restrictions may apply, where Symantec solutions may require that a reseller hold certain certifications or authorization levels to resell a given solution. Please consult a reseller provider for more information on whether the partner is authorized to sell a desired solution.

*All orders must reference a customer's Rewards SAN number to be processed and to provide them Rewards benefits. Symantec is not responsible for errors relating to customers' submission of incorrect SANs.*

## Master customer, Master SAN

A customer may enroll and participate in the Rewards Program either as a master account or as an affiliate. (Please refer to the “Enrolling in Rewards” section of this Guide for more details.)

If a customer establishes a master customer Rewards relationship, Symantec issues the customer a master Rewards SAN. The customer may elect to share its SAN with affiliates within its ordering territory. Any affiliate within the original customer’s ordering territory may use the SAN. (See “Affiliate purchasing—Affiliate ordering under Master SAN.”) The SAN owner may view band and points accumulation status via MySymantec.com.

### Notes:

- A master customer owns all licenses ordered using its SAN, regardless of who places the order.
- All licenses ordered under the SAN are registered to the SAN owner’s contract address (see the “Enrolling in Rewards—Importance of customer address/location information” section).
- The SAN owner also owns all support entitlements/contacts and renewals for maintenance/support ordered using its SAN.

## Affiliate purchasing

One of the flexibilities of the Rewards Program is the ability for an organization to link several different Rewards SANs to enhance point accumulation and buying power. Organizations can use multiple SANs where it serves their purposes to track their spending, have license certificates issued in a particular entity’s name, manage where renewal notices are sent, or enable an affiliate to purchase outside the base program territory established by a master account.

An “affiliate” of a Symantec customer, as used in this Program Guide, means an entity controlled by, under common control with, or controlling such customer, where control is denoted by having **fifty percent (50%) or more** of the voting power (or equivalent) of the applicable entity.

There are two ways for affiliates to participate in the Rewards Program: An affiliate can order under a master customer’s Symantec Agreement Number (a “**Master SAN**”), or an affiliate can establish their own Symantec Agreement Number (“**Affiliate SAN**”), linked to the Master SAN.

### **Affiliate ordering under Master SAN**

An affiliate can order under a Master SAN if it is in the same ordering territory as the master customer who owns the Master SAN. There are several important aspects to note in this approach:

- No additional contract or separate enrollment is required. An affiliate's use of a Master SAN indicates its agreement to the master customer's original enrollment terms.
- As noted in "Master customer, Master SAN" above, the master customer is the owner of any licenses ordered using its Master SAN and owns all support contacts.
- The license certificates will reflect the master customer as the owner of the licenses and will list the master customer's contract address/location, but they will also note the ordering affiliate as the end user.
- Support renewals for all orders placed under a Master SAN roll up to the master customer.
- Affiliate receives the same band-level incentives as the master customer.
- Points from affiliate orders placed under a Master SAN accrue with the master customer's points.

### **Affiliate ordering under linked Affiliate SAN**

The other, and preferred, method of affiliate ordering is to purchase under an Affiliate SAN linked to a Master SAN. Each affiliate may elect to establish its own SAN, linked to an existing Master SAN. This approach has several advantages:

- To establish an Affiliate SAN, the affiliate must separately enroll in the Rewards Program and request an Affiliate SAN link to a specific existing Master SAN. This simple process can be easily accomplished via Symantec's online enrollment system (please refer to the "Enrolling in Rewards" section of this Guide).
- Each affiliate's territory for ordering and license use/deployment can be the same or *different* than the original master customer's territory.
- By establishing and linking multiple Affiliate SANs to the original Master SAN, an organization can accomplish multinational, regional, and global coverage.
- Each affiliate owns the licenses ordered under its Affiliate SAN and is able to track entitlements separately.
- Each affiliate has its own support contacts for the maintenance/support it purchases and receives direct renewals.
- Affiliate receives the same band-level incentives as the master customer.
- Points from Affiliate orders placed under an Affiliate SAN accrue with points from all orders placed under the associated Master SAN, *as well as* points from orders from all other Affiliate SANs tied to that Master SAN.

**No “Affiliate of Affiliate” SANs**

Note that the flexibility offered by the Affiliate/Master SAN structure only applies to one level of corporate relationship, that is, the “master/child.”

Affiliate SANs can only be established under an existing Master SAN.

An Affiliate SAN cannot be established under an Affiliate SAN, that is, no “child/grandchild” SAN structures.

**Change in affiliate status**

Symantec reserves the right to require reasonable validation of affiliate status where necessary to support affiliate activity under the Rewards Program.

Affiliate purchasing privileges cease when affiliate status ceases. In such cases, Symantec reserves the right to require a former affiliate to establish its own Master SAN in order to continue in the Rewards Program.

**Examples of affiliate ordering**
*Affiliate sharing a single Master SAN*

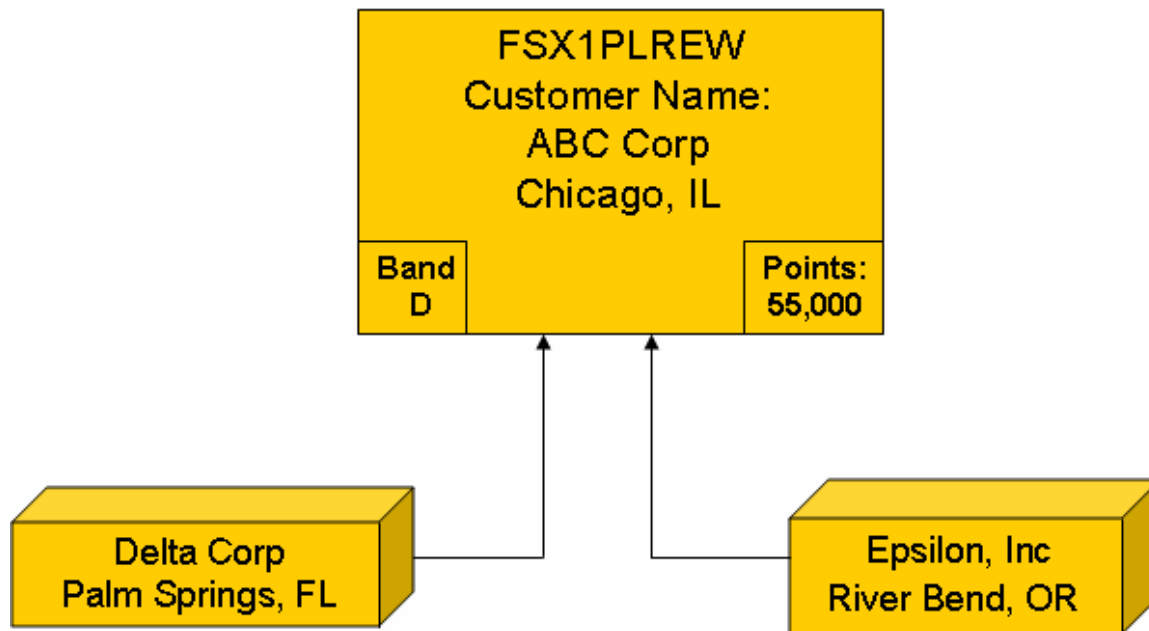
Under this structure, by having affiliates purchase a single Master SAN, all participating entities enjoy:

- Ease of purchase under the Master SAN
- Aggregation of their purchase points to set the Rewards band used by all affiliated entities ordering under the Master SAN
- License certificates issued to the Master SAN owner
- Support contacts owned by the Master SAN owner
- A single maintenance/support renewal notice issued to the Master SAN owner

Below is an example of a company with decentralized purchasing within one program territory (country) using one SAN.

- ABC Corporation is a U.S. company with two affiliates, Delta Corp. and Epsilon, Inc., in the same country. ABC Corporation is the master customer and owns a Rewards Master SAN.
- ABC Corporation places its initial order of 25,000. The band for ABC Corporation's order, and the band for all orders under its Master SAN, is Band C.
- Delta Corp. places an order worth 15,000 points, using ABC Corporation's SAN number. The band for the order is Band C and brings the organization's total to 40,000 points. Then Epsilon, Inc. places an order for 15,000. The 15,000 points from Epsilon, Inc.'s order, when counted with the prior points from ABC Corporation and Delta Corp.'s orders, bring the points total to 55,000, which helps improve the organization's overall band level to Band D.
- Both ABC Corporation and Delta Corp. receive the same band level. All licenses and support contacts and renewals are owned by ABC Corporation.

<b>SAN TYPE</b>	<b>SAN</b>	<b>Company</b>	<b>Level</b>	<b>Points</b>
Master	FSX1PLREW	ABC Corporation	C	25,000
(same)	(same)	Delta Corp.	C	15,000
(same)	(same)	Epsilon, Inc.	D	15,000
Total family points:				55,000



### *Affiliate accumulation with multiple SANs*

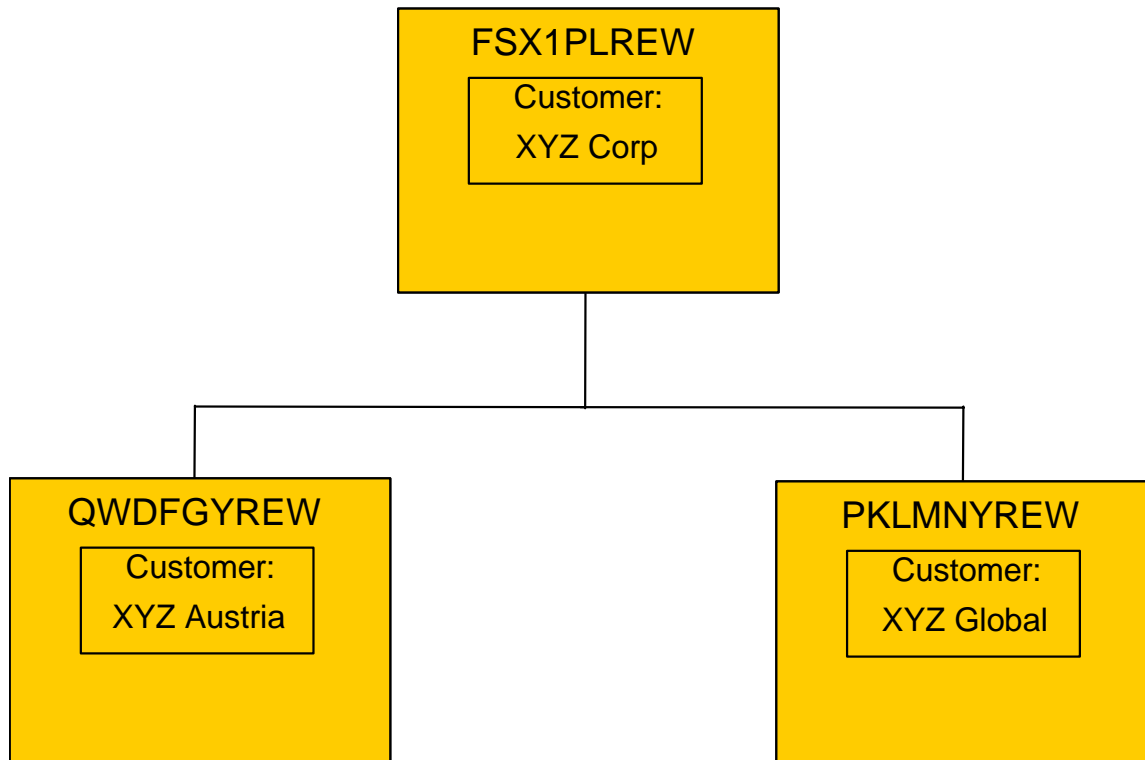
Under this structure, by linking a Master SAN with multiple Affiliate SANs, all participating entities enjoy:

- Aggregation of their purchase points to set the Rewards band used by all three SANs
- Ability to track their points across the linked SANs
- License certificates issued to each SAN owner
- Individual ownership of support contacts by each SAN owner
- Individual maintenance/support renewal notices issued to each SAN owner

Below is an example of a company with decentralized, global purchasing using multiple linked SANs.

- XYZ Corporation is a U.S. company, with two international affiliates (XYZ Austria and XYZ Global). XYZ Corporation has its own Master SAN, and each of its affiliates has its own Symantec Agreement Number (Affiliate SAN) linked to XYZ Corporation's original Master SAN.
- Each location uses its own SAN when placing orders and earns points based on its individual purchases, which are added together with XYZ Corporation's and the other affiliate(s)' points to achieve the organization's overall band level. Each company (XYZ Corporation, XYZ Austria, and XYZ Global) owns its own licenses, support contacts, and renewals for orders placed using their respective SANs.
- XYZ Corporation places an order that is worth 25,000 points. Therefore, its initial band, and the band for all linked Affiliate SANs, is Band C. (Please refer to the Band Levels table in the "Initial orders, bands, and points" section of this Guide.)
- XYZ Austria places an order worth 18,000 points (which when taken together with XYZ Corporation's original 25,000 order equals a total of 43,000 accumulated points). XYZ Austria's order, and the band for the linked Master SAN/Affiliate SANs, is still Band C.
- XYZ Global places an order, which is worth 12,000 points. When counted with the earlier two orders, the total points earned are 55,000. XYZ Global's order qualifies for Band D pricing. And, all later orders during that Rewards Program period under the Master SAN and all linked Affiliate SANs qualify for Band D pricing.

<b>SAN Type</b>	<b>SAN</b>	<b>Company</b>	<b>Level</b>	<b>Points</b>
Master	FSX1PLREW	XYZ Corp. (U.S.)	C	25,000
Affiliate	QWDFGYREW	XYZ Austria	C	18,000
Affiliate	PKLMNYREW	XYZ Global	D	12,000
Total family points:				55,000



## Territory

Under a Rewards Program SAN, customers have a program territory for ordering, installation, and use of the Symantec solutions purchased under their SAN. The customer's territory is established by the contract address to which their SAN is registered. The customer selects a contract address when they enroll in Rewards. (Please refer to the "Enrolling in Rewards—Importance of customer address/location information" section of this Guide.)

Please note that if a customer requests to change their contract address to a different country, their territory for ordering also changes to that country. Their territory for installation and use may also change accordingly (see below).

### Territory - Ordering

The default ordering territory is the country in which the customer's Rewards SAN contract address is located. This is the territory in which the customer and its affiliates can place orders using the customer's SAN.

### Territory – Installation and use

For most customers, the country of their ordering territory is also the territory in which they can install and use the Symantec solutions purchased under their SAN.

*Example:* If the customer's ordering territory is Brazil, they may install and use their Symantec solutions in Brazil only.

In some cases, a customer's territory for installation and use may be broader than its ordering territory.

*Example:* Rewards customers ordering in Germany may install and use their Symantec solutions anywhere in EMEA (Europe, Middle East, or Africa).

To determine where a customer can install and use the solutions ordered under their SAN, please refer to the then-current **Deployment Territory Matrix** (see below).

### Expanding territory coverage

A customer may expand the scope of its organization's Rewards territory coverage by creating and linking Affiliate SANs to its Master SAN. (Please refer to the section "Affiliate purchasing—Affiliate ordering under linked Affiliate SAN" of this Guide.)

Creating linked Affiliate SANs allows affiliates in multiple countries or regions to participate in the Rewards Program benefits and accumulate points towards the band incentives enjoyed by all participants. However, licenses purchased under each particular SAN remain tied to that SAN's respective permitted territory for installation and use, per the Deployment Territory Matrix.

### Deployment Territory Matrix

See the appendix to this Program Guide and the Rewards Agreement for more information.

## Annual Review Date

Each customer's ordering volumes under its SAN are assessed annually on its Annual Review Date. As a SAN owner, the "Annual Review Date" is the last day of the calendar quarter in which the effective date of enrollment falls. However, the *first* Annual Review Date is extended by one year.

*Example:* If a customer enrolled in Rewards with an effective date of February 1, then its first Annual Review Date would be March 31 of the following year.

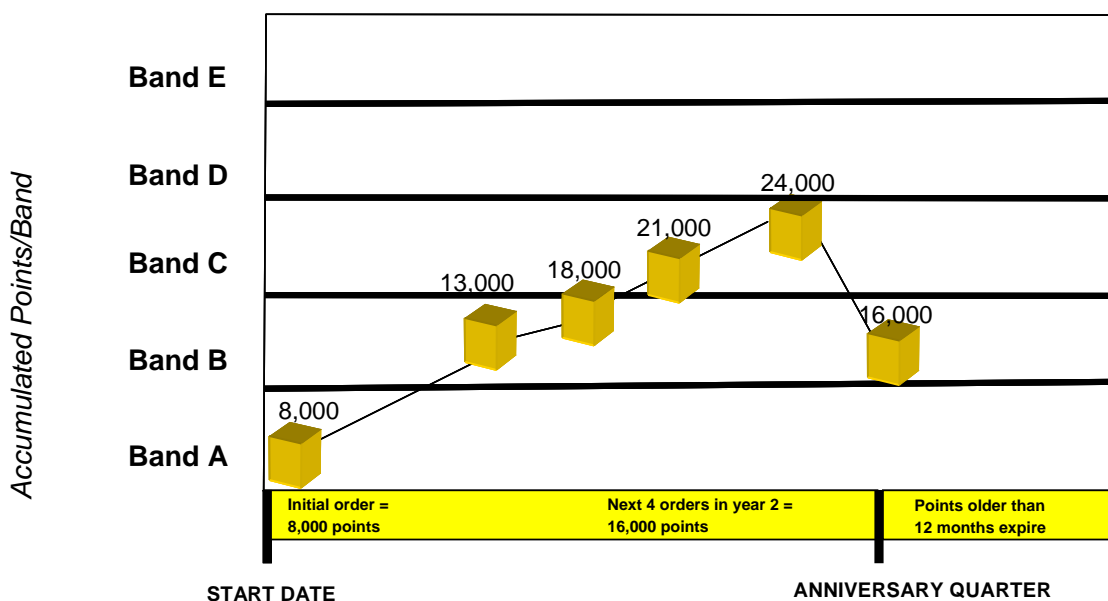
## Points accumulation, band-level adjustments

Rewards points accumulate for a minimum of two years (see graphic below). The first Annual Review Date will occur on the last day of the quarter in which the Contract Anniversary Date falls 2 years later. Any points older than 12 months will expire at that time. Thereafter, the Annual Review Date will occur each year on the last day of the quarter in which the Anniversary Date falls.

*Example:* Customer enrolls with an effective date of February 1, 2007. Their Annual Review Date is two years from the end of that calendar quarter. In this example, March 31, 2009, is the customer's first Annual Review Date.

On February 15, 2007, the customer places an initial order for 8,000 points. This sets the band level of their SAN to Band A. Over the next 24 months, the customer places four more orders worth a total of 16,000 additional points. This brings their total aggregate number of points under their SAN to 24,000 points (that is, Band C).

At the customer's first Annual Review Date of March 31, 2009, all points accumulated more than 12 months previously subject to expiration and the new Band is set. Since the customer's initial order of 8,000 points is older than 12 months, those points drop off.



## Enterprise Support Services

### Available maintenance/support offerings

The Rewards Licensing Program includes two enterprise-class, integrated support/maintenance service options—Basic Maintenance and Essential Support.

- **Basic Maintenance:** Symantec's lowest-priced option, which includes access to product upgrades and support during business hours
- **Essential Support:** Benefit from round-the-clock access to Symantec's technical experts, with faster response time targets than Basic Maintenance and access to product upgrades

### Minimum requirements, bundled support

Customers may purchase first-term or renewal maintenance/support of 12-, 24-, or 36-month duration. Such multiyear maintenance/support is subject to availability, which may vary by product and in certain regions.

For certain Symantec products, maintenance/support comes bundled with the license and may not be purchased separately. Please consult a reseller partner for more information about availability and pricing of multiyear maintenance/support and license/support bundles.

### Other services

In addition, customers may wish to purchase Business Critical Services, Managed Security Services, and consulting and education services as additional enhancements to these core Enterprise Support services. These services continue to be available for separate purchase outside the Rewards Licensing Program. Additional terms and conditions apply. Please consult a Symantec reseller partner, Symantec Sales account manager, or visit [Symantec.com](http://Symantec.com) for more information.

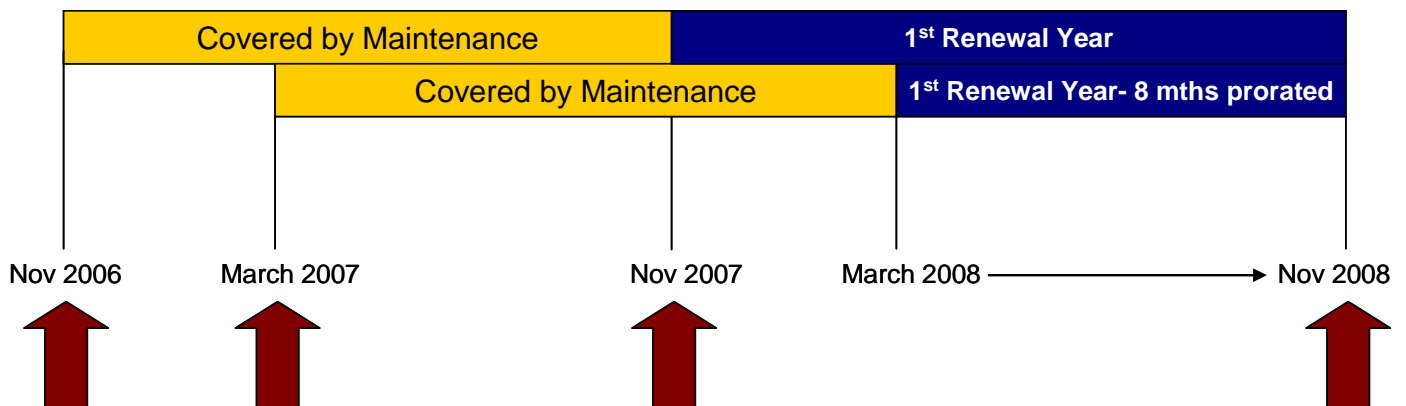
**Maintenance/support co-termination**

By default under Rewards, after the customer's initial 12, 24, or 36 months of first-term maintenance/support expire, the customer's renewal period of maintenance/support is co-terminated. Renewal years of maintenance/support co-terminate on the anniversary of the Rewards enrollment effective date for that SAN. (Please review the Rewards Agreement for effective date information.)

*Example:* A customer enrolls in Rewards with an effective date of November 1, 2007. November 1 is the anniversary date for purposes of that SAN. The customer purchases 500 licenses as its initial order, with 12 months of initial maintenance/support.

In March 2008, the customer makes a second purchase of 800 licenses, also with 12 months of maintenance. On the first maintenance/support renewal date for either order, maintenance/support is quoted to the customer's November 1, 2009, anniversary date. The renewal due in March 2009 has maintenance/support for 500 for a full 12 months and 800 are prorated for eight months, to co-terminate with the November 2009 date.

If a customer does not want to have its maintenance/support subscriptions co-terminated to their Rewards enrollment anniversary date, they may opt out. This means that for each order, the associated maintenance/support will have an independent renewal date with no co-termination under the SAN.



## Enrolling in Rewards

### How to enroll

Visit MySymantec.com. Existing users can enter the Rewards online enrollment system via their MySymantec account, which is a personal account based on email address.

If a customer doesn't already have a MySymantec account, follow the online instructions to establish one.

After establishing a personal MySymantec account, the customer can proceed to establish a Rewards SAN by completing the Rewards online enrollment process. This will require the following information:

- Contact name
- Company name
- Physical address (for contract address/location)
- Email address

A customer may enroll to establish a master customer account and obtain a Master SAN or request its own Affiliate SAN. If the customer wants to establish an Affiliate SAN, the customer will also need to provide a Master SAN to identify the Rewards master purchasing relationship to which the Affiliate SAN will be linked. Please see "Enrollment options (master account, affiliate account)."

After completing this information, the customer must review the online terms of enrollment and participation in the Rewards Program, including all terms of this Program Guide, and follow the instructions to indicate acceptance. Customers must then place their initial order, meeting Rewards Program minimum requirements, within ninety (90) days of SAN issuance, or they may be required to reenroll in the program.

Please see "Issuance of SAN" and "Placement of initial order" below.

### Importance of customer address/location information

The physical address indicated in the MySymantec account establishes the **official contract address** for the customer's Rewards SAN. This is also the address to which all licenses and support contacts obtained under the Rewards SAN will be registered.

When establishing their contract address, the customer may use the MySymantec features to modify the MySymantec account address to reflect another location—such as their company's headquarters, procurement offices, or the like—if they decide their default/existing MySymantec address is not appropriate.

The location of a customer's contract address is very important in that their contract address also establishes their Rewards Program territory for ordering and for installation/use of Symantec solutions ordered under their SAN. (For more information, please refer to the

sections “Territory” and “Affiliate purchasing” of this Guide and the Deployment Territory Matrix attached as part of the appendix to this Guide.)

### **Enrollment options (master account, affiliate account)**

When enrolling in the Rewards Program, a customer may elect to enroll in one of two ways:

- (1) A customer may elect to establish a new Rewards master relationship. This will provide a Master SAN in their name. The Master SAN may be used by their affiliates within the ordering territory, and the customer will own all licenses, support, and renewals ordered under that Master SAN, as elsewhere described in this Guide; or
- (2) A customer may elect to leverage an existing Rewards master customer relationship SAN, to create a new, linked affiliate purchasing relationship. This will result in the issuance of an Affiliate SAN in a company’s own name. The Affiliate SAN may have the same, or different, territory than the Master SAN. The Affiliate SAN may be used by affiliates within their ordering territory, and the Affiliate will own all licenses, support, and renewals ordered under that Affiliate SAN, as elsewhere described in this Guide.

### **Issuance of SAN**

Upon completion of the Rewards enrollment request process, Symantec will provide the customer with an automated email containing their new Rewards SAN (either a Master SAN or an Affiliate SAN, based on their enrollment application). If the customer is applying for an Affiliate SAN, they may first be required to reasonably assist Symantec with information confirming a customer’s affiliated status.

### **Placement of initial order**

Enrollment in the Rewards Program is not complete until a customer places a conforming initial order satisfying the program minimum requirements. This initial order must be placed within ninety (90) days of SAN issuance. The initial order, and all subsequent Rewards orders, must reference the customer’s SAN. (Please refer to the “Initial orders, bands, and points” section of this Guide.)

**Appendix**

## Symantec Licensing Program: Rewards

**Deployment Territory Matrix**

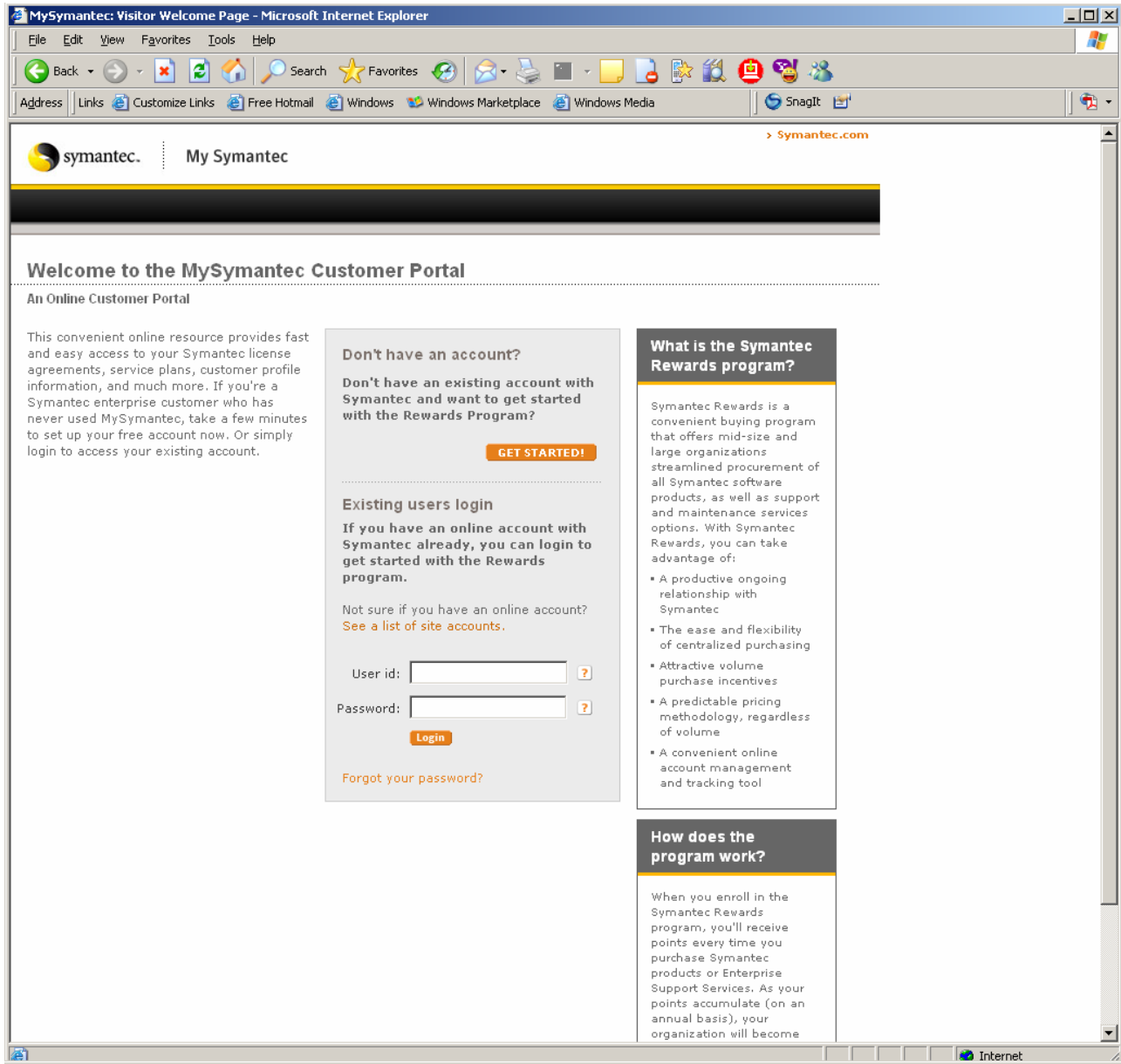
November 2006

<b>Country of Purchase</b>	<b>Installation and Use</b>
Albania	Europe, Middle East or Africa
Austria	Europe, Middle East or Africa
Baltics	Europe, Middle East or Africa
Belgium	Europe, Middle East or Africa
Bosnia	Europe, Middle East or Africa
Bulgaria	Europe, Middle East or Africa
Croatia	Europe, Middle East or Africa
Cyprus	Europe, Middle East or Africa
Czech Republic	Europe, Middle East or Africa
Denmark	Europe, Middle East or Africa
Finland	Europe, Middle East or Africa
France	Europe, Middle East or Africa
Germany	Europe, Middle East or Africa
Gibraltar	Europe, Middle East or Africa
Greece	Europe, Middle East or Africa
Hungary	Europe, Middle East or Africa
Iceland	Europe, Middle East or Africa
Italy	Europe, Middle East or Africa
Kosovo	Europe, Middle East or Africa
Macedonia	Europe, Middle East or Africa
Malta	Europe, Middle East or Africa
Netherlands	Europe, Middle East or Africa
Norway	Europe, Middle East or Africa
Poland	Europe, Middle East or Africa
Portugal	Europe, Middle East or Africa
Romania	Europe, Middle East or Africa
Serbia	Europe, Middle East or Africa
Slovakia	Europe, Middle East or Africa
Slovenia	Europe, Middle East or Africa
Spain	Europe, Middle East or Africa
Sweden	Europe, Middle East or Africa
Switzerland	Europe, Middle East or Africa
United Kingdom	Europe, Middle East or Africa
Ireland	Europe, Middle East or Africa
<i>All other countries</i>	<i>Limited to country of purchase</i>

## MySymantec.com—managing online Rewards information

Rewards SAN owners may review contract information and band-level and points status via MySymantec.com.

This Web-enabled portal is available globally; language version availability varies.



MySymantec: Visitor Welcome Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address Links Customize Links Free Hotmail Windows Windows Marketplace Windows Media SnagIt

symantec. My Symantec > Symantec.com

### Welcome to the MySymantec Customer Portal

An Online Customer Portal

This convenient online resource provides fast and easy access to your Symantec license agreements, service plans, customer profile information, and much more. If you're a Symantec enterprise customer who has never used MySymantec, take a few minutes to set up your free account now. Or simply login to access your existing account.

**Don't have an account?**

Don't have an existing account with Symantec and want to get started with the Rewards Program?

**GET STARTED!**

**Existing users login**

If you have an online account with Symantec already, you can login to get started with the Rewards program.

Not sure if you have an online account?  
[See a list of site accounts.](#)

User id:  ?

Password:  ?

**Login**

[Forgot your password?](#)

**What is the Symantec Rewards program?**

Symantec Rewards is a convenient buying program that offers mid-size and large organizations streamlined procurement of all Symantec software products, as well as support and maintenance services options. With Symantec Rewards, you can take advantage of:

- A productive ongoing relationship with Symantec
- The ease and flexibility of centralized purchasing
- Attractive volume purchase incentives
- A predictable pricing methodology, regardless of volume
- A convenient online account management and tracking tool

**How does the program work?**


When you enroll in the Symantec Rewards program, you'll receive points every time you purchase Symantec products or Enterprise Support Services. As your points accumulate (on an annual basis), your organization will become

### Rewards Certificate example

Each Rewards order containing a license purchase generates a Rewards Certificate from Symantec.

The Rewards Certificate provides order information and includes the SAN number under which the order was placed, the contract address, and SAN owner to which the licenses and support are registered.

Where an affiliate orders under a Master SAN, the certificate will also list the ordering entity as the end user.



**Ordering Entity**                      **SAN Owner**

**REWARDS**

**ISSUED TO**

Symantec Trainer

1234 Alton Street  
EUGENE, OR 97401  
UNITED STATES  
CUSTOMER NO: 57891380

**CONTRACT OWNER**

BORDERS GROUP INC

100 PHOENIX DR  
ANN ARBOR, MI 48108 2202  
UNITED STATES  
CUSTOMER NO: 28928

**Symantec Agreement Number (SAN)**

ISSUE DATE	SALES ORDER NO	CUSTOMER REFERENCE	CERTIFICATE NO	AGREEMENT NO (SAN)
02-NOV-06	15068859		16211956 - 4048071	LBFIDVREW
PART CODE	DESCRIPTION	QTY	START DATE	END DATE
11053512	SYMC BACKUP EXEC AOFO IID WIN ADVANCED OPEN FILE OPTION WITH AGENT FOR WINDOWS SYSTEMS STD LIC REWARDS BAND A	500		
Serial Number Required For Activation:		Serial No: M5444953660 RTSM 3000-9008-2285-7606		

**IMPORTANT:** The serial number provided with this certificate is required to obtain a license key, or to register and enable maintenance and/or support for the associated product. Use the web site [www.symantec.com/certificate](http://www.symantec.com/certificate) and follow the instructions provided. You may also use this web site to access a downloadable version of the product. Please allow 24 hours for serial number activation.

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## Symantec Licensing Program: REWARDS

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This license certificate ("Certificate") is issued pursuant to the license agreement, having the Symantec agreement number specified on the front of this Certificate ("Agreement"), between Symantec and the licensee referenced on the front of this Certificate ("Customer"). However, if no Symantec agreement number is specified on the front of this Certificate, the Agreement is the end user license agreement ("EULA") provided in connection with the software. This Certificate confirms that Customer has licensed the number of copies or other quantity noted on the front of this Certificate under the terms of the Agreement."