Symantec Secure One™

SECUREONE

DEFINING THE FUTURE OF CYBER SECURITY, TOGETHER

Symantec Secure One™ Frequently Asked Questions

Global – February 8, 2017

This document contains answers to typical questions on the Symantec Secure One program. We've organized those questions into sections so you can find answers quickly

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SECTION 1

Program Integration Questions

When does Symantec plan to complete the integration of two partner programs, Symantec Secure One™ (Secure One) and Blue Coat Channel Advantage Program (CAP)? How will the combined partner programs be branded?

We plan to launch the combined partner program in April 2017. The combined partner program will maintain the Symantec Secure One™ name.

How do CAP Partners learn more about Symantec Secure One and partnering with Symantec?

When the two programs are fully integrated, in April 2017, the Symantec PartnerNet portal will be your best source of information about the program. Until such time, check the announcement microsite for updates, talk to your Channel Account Manager, or call Customer Care for support.

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SECTION 2

General Questions
Program Structure and Requirements

What are the membership tiers in Secure One?

Secure One offers four membership tiers: Registered, Silver, Gold and Platinum. Each tier provides potential to increase your capability, benefits and profitability as you grow with us.

How do I advance through the membership tiers in Secure One?

Partners advance through the tiers within each Secure One Competency by attaining tier-specific New Bookings Performance thresholds and, in the Enterprise Security Competency, by also achieving accreditations.

What are the Secure One Competencies and requirements?

Competencies are the foundation of Secure One. They are designed to recognize and reward the expertise and value you deliver to your customers.

There are two competencies in Secure One

Core Security Competency includes solutions that partners typically sell in a volume transaction sale. We require attainment of annual tier-specific New Bookings Performance thresholds (measured over Symantec's fiscal year) to achieve the Silver, Gold, or Platinum tier in Core Security. There is no accreditation requirement to advance through the metal tiers.

Enterprise Security Competency includes our most technical solutions that require a high-touch sales approach. We require attainment of annual tier-specific New Bookings Performance thresholds (measured over Symantec's fiscal year) to achieve the Silver, Gold, or Platinum tier in Enterprise Security, and you will also have to meet the accreditation requirements of 2 Symantec Technical Specialists (STS) for Gold and 3 Symantec Technical Specialists (STS) for Platinum.

Can a Partner achieve competency status in both the Core Security and the Enterprise Security Competency tracks?

Yes, a partner can achieve competency status in both Core Security and Enterprise Security Competencies.

What are the annual New Bookings Performance thresholds for each Competency?

The annual New Bookings Performance thresholds for all Silver competencies is set at $10,000 per Symantec Fiscal Year. The annual New Bookings Performance thresholds for Gold and Platinum tiers varies by competency and country. The requirements for each competency will be published on PartnerNet for go-live. For earlier preview, briefing webinars will be delivered for each region.

What will be measured for New Bookings Performance for each Competency?

New Bookings Performance will be measured based upon the Eligible Products that fall within that competency during the Symantec fiscal year.

What is the definition of Symantec Technical Specialist (STS)?

A Partner, who has proven technical knowledge and competency by becoming accredited by Symantec based on their expertise with certain Symantec products, is deemed a Symantec Technical Specialist.

How and when will my Symantec Certified Specialist (SCS) and Blue Coat Certifications be transitioned to STS Accreditations?

As exams become available, they will be rebranded to an STS accreditation credential. Partners that have already passed and earned a certification will retain that certification credential until it expires.

When will STS Accreditations expire?

Symantec will be moving to 2-year expiration dates for STS accreditations to align with the previous Blue Coat expiration guidelines. Previous versions of SCS Certifications are valid and will expire after falling behind more than one version back.

Will Secure One have one exam center instead of Prometric (for Blue Coat) and Pearson (for Symantec)?

Symantec expects to be moving towards online exams through our Learning Management System (LMS) in Q2FY18. Partners will be able to take exams at the Prometric testing center for Blue Coat and Pearson testing centers for Symantec until that time.

Will PDF certificates of accreditation continue to be available when LMS is launched?

No, PDF certificates will be issued for successfully completing Pearson and Prometric certification exams only. Once the online STS exams are up and running on LMS, then Digital Credentials will be issued for successful completion of STS Accreditation exams. Testing through Pearson and Prometric testing centers will then no longer be available.

Will digital credentials be available for any Pearson or Prometric exams passed in April 2017?

No, PDF certificates will continue to be issued for successfully completing Pearson and Prometric exams. Once the online exams are up and running, the Digital Credentials will be issued for successfully completion of STS Accreditation Exams.

How do I locate the learning path for the Enterprise Security Competency?

Partners will be able to locate links to the LMS learning paths for the Core and Enterprise Competencies through PartnerNet in April 2017.

SECTION 3

Financial Benefits

How do I become eligible for the Financial Benefits?

To qualify, partners must accept the terms and conditions of Secure One and have achieved one of the following four tiers in the program: Platinum, Gold, Silver or Registered.

What are the different types of Financial Benefits?

There are five financial benefits offered to qualifying Symantec Secure One partners The financial benefits fall into two broad categories: Strategic and Transactional.

The Strategic benefits are: Platinum Performance Rebate and Symantec Partner Development Fund, which are reserved for our eligible Platinum and Gold Partners (as applicable). The Transactional benefits are: Opportunity Registration and Renewal Incumbency, which are available to eligible Platinum, Gold and Silver Partners, and Margin Builder, which is available to all members of Secure One.

Once I achieve Silver, Gold or Platinum tier, when do my Financial Benefits become active?

Strategic benefits become active the Symantec fiscal quarter ("Quarter") following your achievement of Gold or Platinum tier. Submission of Activity(ies) under Symantec Partner Development Fund and Claims will begin at the next full Quarter following your achievement of Gold or Platinum tier in one or more of the Symantec competencies.

Transactional benefits become available on the date Symantec confirms your achievement of Silver, Gold or Platinum tier for Opportunity Registration and Renewal Incumbency, and upon Symantec's acceptance of partner into Secure One for Margin Builder, all subject to partner's prior acceptance of any applicable terms and conditions, and/or benefit eligibility requirements.

What defines "incumbency" for the Renewal Incumbency?

An "incumbent partner" is the "reseller of record" that sold the license or maintenance/support contract for the qualifying Symantec products to an end customer.

What products qualify for Opportunity Registration?

Products will be aligned to a specific discount category. Further details will be available once the program goes live in April 2017.

SECTION 4
Performance and Compliance

How is my metal tier determined in Secure One?

Partners can earn Silver, Gold, or Platinum tier within each of the two competencies (Core Security and Enterprise Security). The highest tier achieved in any one competency determines a partner's overall metal tier.

Can I move up a metal tier during a Quarter?

At the end of each Quarter, Symantec may assess if the partner meets all applicable requirements for the next or higher metal tier(s) and if so, the Partner can move up in the metal tier at the beginning of the next Quarter. Mid-Quarter moves may be allowed upon request and program benefits will become effective at the time of promotion for Transactional benefits.

How often will performance (program compliance) be measured for Partners?

At the start of each Symantec fiscal year, Symantec will perform an annual review of partners' performance against the stated Secure One requirements. Performance will be measured using information from the last four Symantec Quarters ending typically in months March, June, September and December. Partners may be tiered up or down (re-tiering) as a result of such Annual Review.

SECTION 5
Questions for former Symantec partners

Why did Symantec decide to change back to Symantec Technical Specialist (STS) from the Symantec Certified Specialist (SCS)?

Symantec decided to implement a process to release trainings and exams at a quicker pace, to help enable our partners to stay current on technical knowledge for the latest product releases. Symantec will continue to recognize current SCS certifications for purposes of assessing Secure One status.

Will Symantec continue to measure partners against billings performance?

Symantec will measure all partners using "new bookings" to align with our revised financial benefits structure.

How is Opportunity Registration changing?

Opportunity Registration will utilize front-end discounts on all eligible opportunities, and we will no longer offer back-end rebates.

Why is GAR no longer available to Platinum and Gold partners?

Symantec will end the Growth Accelerator Rebate (GAR) and launch a new benefit, the Platinum Performance Rebate (PPR), to be made available to eligible Platinum partners only, as part of our focus and alignment to our annual sales plays and growth goals.

SECTION 6

Questions for former Blue Coat partners

What if I have been studying to earn a Blue Coat Certification? How long will I have to complete the certification exam and earn a certification credential?

Partners are encouraged to enroll and complete Blue Coat certification exams at the Prometric testing centers and earn a Certification credential by the end of April 2017.

What will happen with my past Blue Coat Administrator, Technical Professional certifications that I have passed, and where can I track these?

All Blue Coat historical certifications held by a partner will be transferred into Symantec's Cert Tracker and such partner will maintain a "Certification" credential. Future Blue Coat Administrator exams passed online by a partner will change to an "Accreditation" credential and be tracked in CertTracker. Partners can view their CertTracker profile when they log-in to PartnerNet.

What competency will Blue Coat products fall under?

Current Blue Coat products will be folded into Symantec's new Enterprise Security Competency.

Will Blue Coat partners be required to accept Secure One Terms and Conditions?

Yes. All Blue Coat partners will be required to join Secure One and accept Symantec's Secure One Terms and Conditions to avail of Secure One benefits. This will happen during the partner's first PartnerNet login.

How will Blue Coat Partners receive access to PartnerNet portal?

Symantec will provide Blue Coat partners (across all regions) with pre-established PartnerNet logins as we consolidate both programs.

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

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