Symantec Secure One™ Requirements Supplement - Channel Partners

Global – Last Revised May 2, 2018

Supplement to the Secure One Guide

This Supplement updates and (to the extent of any conflict) supersedes the Secure One Guide.

Partners may be promoted through the Secure One tiers by achieving the requirements described below. Partner performance for upgrades is routinely adjusted throughout the Symantec fiscal year, commencing April through March. In addition to the requirements described in this Supplement ("**Requirements**"), a partner will be expected to follow the procedures listed in this Supplement and any other processes Symantec may publish.

Requirement Details

Completion of the Partner Application Process

All new partners interested in enrolling into Secure One must create a PartnerNet account and then complete an application as available on PartnerNet. Such application is subject to review and acceptance by Symantec. Verifiable and company specific information is required for a successful Secure One enrollment. Use of other details not specific to the partner company, including use of public email domains may not be permitted. All new partners will be required to accept the online Secure One Agreement before submitting the application. Applicants may be required to provide additional information as part of the on-boarding verification process. All newly enrolled partners enter Secure One at the Registered Partner tier.

Secure One Tier Requirements[1]

Requirement	Platinum	Gold	Silver	Registered
Acceptance of Secure One Agreement	X	X	X	X
Certifications (Enterprise Security Only)	3 Symantec Certified Specialist (SCS)	2 Symantec Certified Specialists (SCS)	N/A	N/A
New Bookings Performance Requirements[2]	$$$	$$	$	N/A

Competencies[3]

A key measure of success in Secure One includes the achievement of competencies, which is a requirement for Platinum, Gold, and Silver tier membership. When partner meets Secure One membership tier requirements, partners may be promoted through the tiers and become eligible for additional benefits.

To achieve competency, partners are required to (i) be enrolled in Secure One at an eligible partner tier; (ii) have completed Symantec applicable competency requirements; and (iii) meet defined New Bookings Performance requirements.

Competency Membership Enrollment

[1.] Refer to the relevant Secure One Competency documents for complete details regarding the applicable New Bookings Performance requirements.

[2.] Refer to the relevant Secure One Competency documents for complete details regarding the applicable New Bookings Performance requirements.

[3.] Availability and requirements for each competency vary. Please consult the Secure One Competency documents on PartnerNet for additional information, or contact your regional Symantec Channel Account Manager ("CAM").

Symantec will validate that all requirements have been met as defined for the respective competency, and confirmation of competency membership allocation will be emailed to partner's PartnerNet Primary Contact within partner's organization.

Maintenance of Competency Membership Requirements

To preserve competency membership, partners must maintain compliance with all applicable competency requirements. Symantec will assess compliance to membership requirements and if a partner becomes non-compliant with the stated competency requirements, partner will have 90-days to meet the necessary requirements and reinstate compliance. In the event of non-compliance, an email will be sent to partner's PartnerNet Primary Contact within partner's organization to alert partner regarding non-compliance against the competency requirements. Partners are responsible for maintaining their knowledge of Symantec products and solutions. As new versions of products and solutions and their related training courses are released, and updated training courses are made available via PartnerNet, partners are required to complete such additional training in order to maintain their membership status. Competency compliance is based on the most recent - certification version. Latest version certification offerings are posted to PartnerNet.

Removal from a Competency

If a partner ceases to comply with competency requirements and does not return to compliance within the 90-day grace period, partner will be removed from the competency and associated access to competency-related benefits will be withdrawn. Partners will be re-evaluated for competency membership reinstatement once all requirements have been met and compliance has been restored. Either party may also terminate partner's participation in the competency upon thirty (30) days' prior written notice to the other party. Removal from a competency may affect a partners tier and associated benefits in Secure One. Refer to the relevant Competency Supplement on PartnerNet for details.

Secure One Tier Adjustment and Notification Process

Partners will be routinely subject to tier adjustments based on completion of Secure One tier requirements. Notification will be provided to partner's PartnerNet Primary Contact upon the tier adjustment. Symantec routinely tracks partner activity within Secure One, and re-tiering upgrade may be made during the Symantec fiscal year based on attainment of Secure One tier requirements achieved during the fiscal year being measured. Downgrade re-tiering occurs annually (after Symantec fiscal year end). Partners may also request to adjust their Secure One tier by contacting their CAM or by emailing Partner Service. Symantec will validate that all requirements are met, and make the appropriate Secure One tier adjustment. Notification is sent to partner's PartnerNet Primary Contact within partner's organization. Benefits commensurate with the new Secure One tier will be enabled as the adjustment is made or as stated in the Benefit Overview. Unused benefits from a prior tier or Secure One term do not accumulate to the new tier. Benefits of Secure One are listed in the Partner Benefits section of the Secure One Guide.

Amendments to Program Tier Requirements

Symantec reserves the right to modify the Secure One tier requirements upon publishing notice of such amendment or cancellation PartnerNet. In the event of tier adjustment amendments, the effective date shall be the date on which notice of such amendment is posted on PartnerNet.

Changes to this Supplement

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this Supplement. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. If you have any questions, please contact the Partner Service.

Removal from Secure One

Symantec regularly reviews activity of its Secure One members. Upon finding inactivity within our partner base, Symantec reserves the right to remove partner from Secure One. Activity may be indicated by Symantec revenue or PartnerNet utilization. This is in addition to Symantec's other rights to terminate a partner's participation in Secure One in accordance with the Secure One Agreement.

Application of Legal Terms

This Supplement is in addition to the Secure One Agreement and Secure One Guide (together, the "**Secure One Terms**"), which are incorporated by reference. In the event of a conflict between this Supplement and the Secure One Terms, this Supplement shall prevail. Additionally, certain benefits listed in this Supplement may involve additional terms and conditions, which terms are published to participating partners or are agreed to at the time a partner elects to request, access or use such benefits.

More Information

Visit our website
https://www.symantec.com/partners (login required)

About Symantec Corporation

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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