

# MySymantec

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Online Rewards Enrollment  
Instructional Guide  
*Monday, November 06, 2006*

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This guide provides instructions for enrolling in the Symantec Rewards Program Online. This guide is intended to be used by Customers and by Symantec Sales Representatives or Partners who wish to assist their Customers in enrolling in the Symantec Rewards Program.

The instructions contained in this guide are presented in the context of a second person.

If you are looking for instructions or information on other MySymantec features, please contact your partner, Sales Rep, or visit <http://www.mysymantec.com>.

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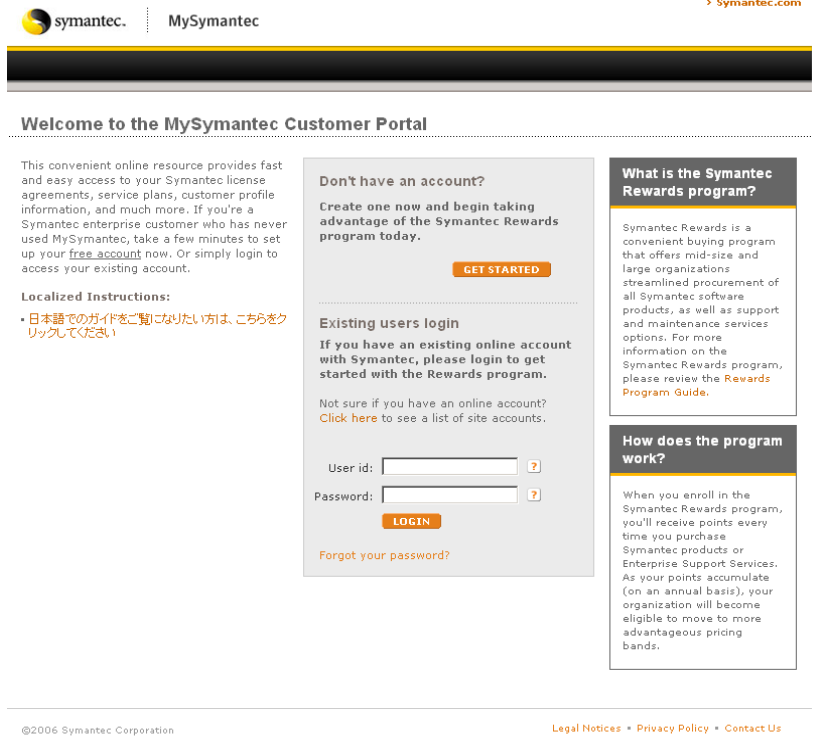
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## New User Rewards Enrollment

This process is for new users without an account in MySupport, Licensing Portal, VERITAS Architect Network, or PartnerNet.

### Step 1.

Enter <http://www.mysymantec.com> in your web browser.

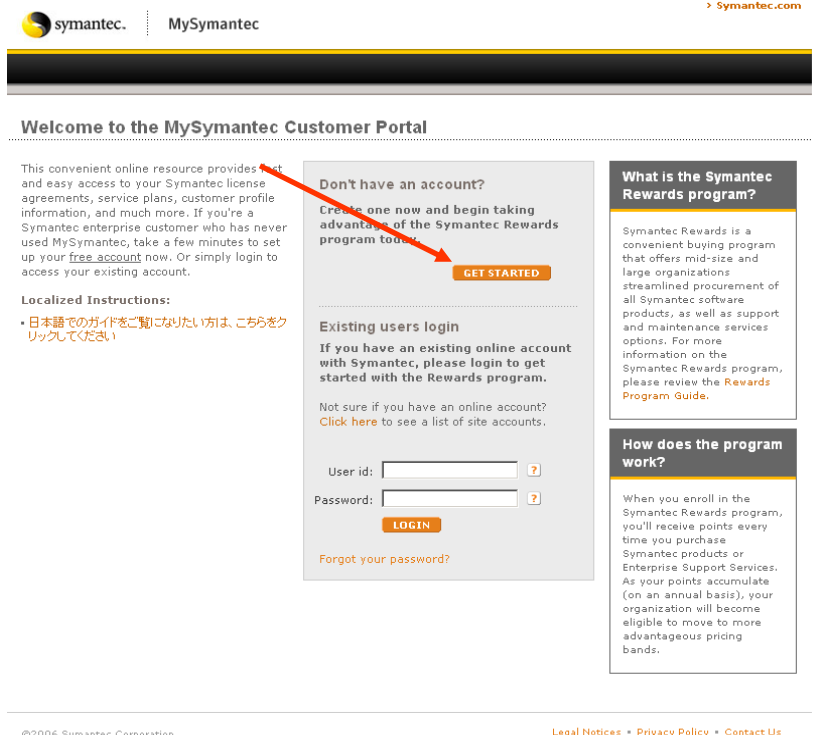


The screenshot shows the MySymantec Customer Portal homepage. At the top, there is a navigation bar with the Symantec logo and 'MySymantec' text, and a link to 'Symantec.com'. Below the navigation bar is a header section titled 'Welcome to the MySymantec Customer Portal'. The main content area is divided into several sections. On the left, there is a paragraph describing the portal's convenience and a 'Localized Instructions' section with a link to a Japanese guide. In the center, there is a 'Don't have an account?' section with a 'GET STARTED' button highlighted by a red arrow. Below this is an 'Existing users login' section with input fields for 'User id' and 'Password', and a 'LOGIN' button. On the right, there are two informational boxes: 'What is the Symantec Rewards program?' and 'How does the program work?'. At the bottom, there is a footer with copyright information and links for 'Legal Notices', 'Privacy Policy', and 'Contact Us'.

### Step 2.

If you already have an account on MySymantec, VERITAS Architect Network (VAN), PartnerNet, MySupport, or the Licensing Portal, please see the section for **Existing User Rewards Enrollment**.

If you do not already have a user account, click on the Get Started button.



This screenshot is identical to the one in Step 1, showing the MySymantec Customer Portal homepage. A red arrow is added, pointing from the 'GET STARTED' button in the 'Don't have an account?' section to the text 'If you do not already have a user account, click on the Get Started button.' in Step 2.

### Step 3.

- i. Enter your email address.
- ii. Confirm your email address.
- iii. Enter a password:
  - ⇒ Your password must be at least 8 characters long.
  - ⇒ It must not contain your email address.
  - ⇒ Your password must also contain at least three of the four following items:
    - ⇒ One or more lower case letters
    - ⇒ One or more upper case letters
    - ⇒ One or more numbers
    - ⇒ One or more special characters (i.e @#!\$% &\*)
- iv. Confirm your password.

#### Create a new MySymantec Account

If you are not a member of MySymantec, complete the following steps to create your MySymantec profile. This is the first step in the Symantec Rewards enrollment process. \*\* Please note that all information entered must be in Latin Characters.

Fields with an asterisk \* are required

##### Create a MySymantec user ID

The email address you enter will become your MySymantec user ID. We will also use the same address to communicate with you about your MySymantec account.

\* Email Address:

\* Re-enter email address:

##### Create a MySymantec password

To protect the security of your MySymantec account, your password must meet the following criteria:

Your password must be at least 8 characters long. It must not contain your email address. Your password must also contain at least three of the four following items:

- One or more lower case letters
- One or more upper case letters
- One or more numbers
- One or more special characters (i.e @#!\$%&\*)

\* Password:

\* Re-enter password:

##### Enter your information

\* Company name:

\* Number of employees:

Your title:

### Step 4.

- i. Enter the name of your Company (note: this name will appear on any **new** Rewards agreements you sign-up for).
- ii. Enter the number of Employees in your company.
- iii. Optionally enter your Business Title.
- iv. Optionally enter a Salutation (Mr. Mrs., etc.)
- v. Enter your First Name.
- vi. Enter your Last Name (Surname) .
- vii. Enter your primary Telephone Number .
- viii. Optionally enter a secondary telephone number.
- ix. Enter your Language Preference (Note: this preference will determine the language of the Agreement Terms and Conditions.)
- x. Enter your Postal Address.
- xi. Enter your Country (Note: this will control the state / province selection)
- xii. Enter your City.
- xiii. Enter / Select your State or Province.
- xiv. Enter your postal code.

##### Enter your information

\* Company name:

\* Number of employees:

Your title:

Salutation:

\* Your First Name:

\* Your Last Name:

\* Your primary telephone:  Ext.

Your secondary telephone:  Ext.

\* Language you prefer to use:

\* Street address:

\* Country:

\* City:

State/Province:

Zip/Postal Code:

##### Record security image

\* Enter the numbers shown below. If you cannot read them, [click here](#) to get a different set of characters.



## Step 5.

- i. Choose your Agreement Type
  - a. If you are a Customer with an existing, active Elite or VIP agreement, choose the "Convert Option"
    - a1. Enter your Contract identifier / Contract Number found on your VIP or Elite agreement. **Proceed to step 7.**
  - b. If you are a Customer looking to sign a new agreement, choose the "Enroll in the Symantec Rewards Program..." option.
    - b1. If you require a new agreement (not related to any other agreements) select the "New Master..." option
    - b2. If you would like an agreement that is an affiliate of another Symantec Rewards Agreement, select the "New Rewards Affiliate..." option. Once you select this option, enter the Symantec Agreement Number (SAN) for the Master agreement you wish to make the new agreement an affiliate of.
  - c. Optionally enter an agreement nickname (you can change this later if you decide not to enter a nickname at this time). The agreement nickname will help you keep track of your agreements online should you have multiple agreements that you manage.

Home | Agreements | My Profile

Get New or Convert an Existing Agreement | Manage My Agreements | Query Agreements

### Choose a Relationship Type and Confirm Your Address

Use this page to select a Rewards relationship type and confirm your address.

**1. Relationship type**  
Select the appropriate Rewards relationship from the options below.

I would like to:

- a.** Convert a legacy purchasing arrangement to the new Rewards program. (Choose this option only if your company has received a buying program conversion invitation).
  - Enter legacy agreement number or invitation number provided by Symantec:
- OR-
- b.** Enroll in the Symantec Rewards program. (Choose this option if you are not responding to a conversion invitation from Symantec)
  - b1.** Create a new Rewards Master Purchasing Relationship for your company
  - b2.** Create a new Rewards Affiliate Purchasing Relationship associated with the following existing Rewards Master Agreement
    - Enter the Symantec Agreement Number (SAN) for the existing Rewards Master Agreement:

**Optional step:** You can also choose to give your new Symantec Rewards relationship a nickname that is more meaningful to you than the agreement number:  
Enter nickname:

**2. Address and Contact Information**  
**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

## Step 6.

- i. Enter the address you wish to be associated to the agreement (for more information on the significance of the agreement address, please refer to the Rewards Program Guide available on <http://www.mysymantec.com>).
- ii. Enter the Country, City, State/Province, and Postal Code for the address entered.

**2. Address and Contact Information**

**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

**Address and Territory.** Every new Rewards relationship must have a valid company address associated with it.

- Converting a legacy purchasing arrangement to the new Rewards program: Your address for the Rewards relationship will be the same as the one associated with your Legacy Purchasing Arrangement, and will be displayed on the following Terms and Conditions page.
- New Rewards Master Purchasing Relationships: Your company's new Symantec Agreement Number (SAN), and all the items your company purchases under that SAN, will be associated with the address you provide below.

This address will appear on your company's license certificates, and it will also be used to establish the single territory (country) in which your company may order Symantec products under your customer SAN. Your territory for installing and using Symantec products is the same, unless a broader territory for installation and use is indicated in the Symantec Deployment Territory Matrix in effect at the time your applicable order is accepted by Symantec.

Please see the Rewards Program Guide for more information. The guide includes the most current Deployment Territory Matrix, as well as instructions for establishing multiple-country territory ordering coverage.

**Note:** All information entered must be in Latin Characters. Fields with an asterisk \* are required.

\* Street address:

\* Country:

\* City:

State/Province:

Zip/Postal Code:

## Step 7.

Click the Submit button to continue.

### 2. Address and Contact Information

**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

**Address and Territory.** Every new Rewards relationship must have a valid company address associated with it.

- Converting a legacy purchasing arrangement to the new Rewards program: Your address for the Rewards relationship will be the same as the one associated with your Legacy Purchasing Arrangement, and will be displayed on the following Terms and Conditions page.
- New Rewards Master Purchasing Relationships: Your company's new Symantec Agreement Number (SAN), and all the items your company purchases under that SAN, will be associated with the address you provide below.

This address will appear on your company's license certificates, and it will also be used to establish the single territory (country) in which your company may order Symantec products under your customer SAN. Your territory for installing and using Symantec products is the same, unless a broader territory for installation and use is indicated in the Symantec Deployment Territory Matrix in effect at the time your applicable order is accepted by Symantec.

Please see the Rewards Program Guide for more information. The guide includes the most current Deployment Territory Matrix, as well as instructions for establishing multiple-country territory ordering coverage.

**Note:** All information entered must be in Latin Characters. Fields with an asterisk \* are required.

\* Street address:   
  
  
 \* Country:   
 \* City:   
 State/Province:   
 Zip/Postal Code:

## Step 8.

- Confirm the Agreement Details are correct.
- Review the Terms and Conditions.

**Terms and Conditions**

Choose Agreement | **Accept Terms & Conditions** | Confirmation

**Agreement Details**

Agreement Type: Master  
 Customer: Symantec  
 20330 Stevens Creek Blvd.  
 Cupertino, CA 95014  
 United States  
 Ordering Territory: United States

**Terms and Conditions – Rewards Program Agreement.**

Read the terms and conditions of this Rewards Program Agreement carefully. This is a legal and enforceable contract between You and Symantec. You agree to the terms and conditions of this Agreement if You click on the "Agreed" button or otherwise electronically indicate your agreement, or if You request or receive any benefits under the Rewards Program and this Agreement. If You do not agree to these terms and conditions, click on the "Not Agreed" button, and do not request or accept Rewards Program benefits.

Symantec Corporation and/or its subsidiaries ("Symantec" or "We" or "Our") is willing to enter into this Rewards Program Agreement ("Agreement") with You only on the condition that You accept all of the terms of this Agreement. When We say "Customer", "You" or "Your" in this Agreement, that refers to the licensee company or legal entity named in the Rewards Program Application accepted by Symantec. The identity of the Symantec company doing business with You and entering into this Agreement depends on the Territory in which You have elected to order, based on the ordering location indicated in Your Application. Specifically, if Your ordering Territory is a country in the Americas, or is Thailand, "Symantec" means Symantec Corporation. If your Territory is a country in Europe, Middle East, or Africa, "Symantec" means Symantec Limited. If Your ordering Territory is China, "Symantec" means Symantec Software (Beijing) Company Ltd. If Your ordering Territory is Japan, "Symantec" means Symantec Japan, Inc. If Your ordering Territory is any other country in Asia-Pacific (excluding China and Japan), "Symantec" means Symantec Asia Pacific Pte Ltd.

Please note that Symantec reserves the right to change the Symantec entity participating in this Agreement with You, by notifying You of the change, in a manner described in this Agreement.

**Step 9.**

- i. Complete your review of the Terms and Conditions.
- ii. Enter the number contained in the security image.
- iii. Choose the Agreed or Not Agreed selection.

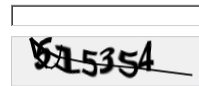
purchased prior to termination shall survive such termination, except where Symantec terminates for cause or an Insolvency Proceeding.

9. **General.** If any part of this Agreement is found illegal or unenforceable, then that provision will be enforced to the maximum extent permissible, and the legality and enforceability of the other provisions of this Agreement will remain in effect. A waiver of any breach or default under this Agreement shall not constitute a waiver of any other right for subsequent breach or default. If Symantec fulfills Your or Your Authorized Affiliates' order(s), and Your request is subsequently found to be inconsistent with the terms of this Agreement, then Symantec's fulfillment of the order (s) shall not be deemed a waiver of Symantec's rights under this Agreement. Any later changes to this Agreement must be agreed to either in a written paper document referencing this Agreement and manually signed by both You and Symantec, or by Your electronic acceptance of standard Symantec online terms. You cannot assign (transfer ownership in) Your rights in individual Licensed Software licenses nor assign parts or all of this Agreement, without Symantec's prior express written consent. We will not unreasonably withhold or delay consent. If Your ownership (control) changes, that will be considered an assignment. Only You or Symantec are entitled to enforce any term of this Agreement. However, if You and Symantec separately mutually agree in writing that any rights and/or obligations under this Agreement are assigned or novated to a third party (an "Assignee"), then this paragraph shall not prevent the Assignee from benefiting from or enforcing any such assigned or novated rights. If there is any conflict between the following documents, their terms shall apply in the following order: the terms of any mutually signed Addendum, these Master Terms, the Certificates, and the EULA. This Agreement replaces any other agreement or understanding between You and Symantec that may have previously existed or currently exists relating to the same subject matter. A party is excused from its performance obligations (other than payment obligations) for so long as (and to the extent that), it is prevented from performing due to unforeseen circumstances or to causes beyond its reasonable control, including but not limited to acts of God, war, terrorism, riot, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, regulatory requirements, shortages of transportation, facilities, fuel, energy, labor or materials.

Version #: Rew\_online\_master\_20060920

**Record security image**

\* Enter the numbers shown below. If you cannot read them, [click here](#) to get a different set of characters.



**Step 10.**

- i. Upon Selecting Agreed, you will be presented a confirmation that your agreement setup is taking place. Depending on the type of agreement selected, you agreement may be activated almost immediately (New Master Agreement).
- ii. You will receive an email notification once the request has been processed.

## Existing User Rewards Enrollment

This process is for users that already have an account on MySymantec, PartnerNet, Licensing Portal, MySupport, or VERITAS Architect Network.

### Step 1.

Enter <http://www.mysymantec.com> in your web browser.

The screenshot shows the MySymantec Customer Portal homepage. At the top, there is a navigation bar with the Symantec logo and 'MySymantec' text. Below the navigation bar is a header area with the text 'Welcome to the MySymantec Customer Portal'. The main content area is divided into several sections:

- Don't have an account?**: A section with a 'GET STARTED' button and text: 'Create one now and begin taking advantage of the Symantec Rewards program today.'
- Existing users login**: A section with a 'LOGIN' button and text: 'If you have an existing online account with Symantec, please login to get started with the Rewards program.' Below this are input fields for 'User id:' and 'Password:', and a 'Forgot your password?' link.
- Localized Instructions**: A section with text: '日本語でのガイドをご覧になりたい方は、こちらをクリックしてください'
- What is the Symantec Rewards program?**: A section with text: '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. For more information on the Symantec Rewards program, please review the Rewards Program Guide.'
- How does the program work?**: A section with text: '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 eligible to move to more advantageous pricing bands.'

At the bottom of the page, there is a footer with the text '©2006 Symantec Corporation' and links for 'Legal Notices', 'Privacy Policy', and 'Contact Us'.

### Step 2.

If you do not already have a user account, please see the [New User Rewards Enrollment](#).

- i. If you already have an account on MySymantec, VERITAS Architect Network (VAN), PartnerNet, MySupport, or the Licensing Portal, enter your User ID.
- ii. Enter your password.
- iii. Click "Login"

This screenshot is identical to the one in Step 1, but it includes red arrows pointing to the login section. The arrows originate from the 'ii.' instruction in the list above and point to the 'Password:' input field and the 'LOGIN' button. A red 'i.' label is also present near the 'Existing users login' section.

## Step 3.

Click the Agreements Menu Item.

The screenshot shows the MySymantec Customer Portal interface. At the top, there is a navigation bar with 'Home', 'Agreements', and 'My Profile' tabs. The 'Agreements' tab is highlighted with a red arrow. Below the navigation bar, the page title is 'Welcome to Your MySymantec Home Page'. The main content area is divided into two columns. The left column contains sections for 'About Symantec Rewards', 'Getting Started', and a list of bullet points describing the rewards program. The right column contains a section titled 'The Future of MySymantec' with a list of bullet points. The top right corner of the page shows the user's name 'Rusty Carter' and a 'Logout' link.

## Step 4.

i. Click the “Get New or Convert an Existing Agreement” Sub-menu Item.

The screenshot shows the MySymantec Customer Portal interface with the 'Agreements' menu item selected. Below the navigation bar, there is a sub-menu with three items: 'Get New or Convert an Existing Agreement', 'Manage My Agreements', and 'Query Agreements'. The 'Get New or Convert an Existing Agreement' item is highlighted with a red arrow. The main content area is titled 'Agreements' and is divided into two columns. The left column contains sections for 'About Rewards Agreements', 'Key program features and benefits', and a list of bullet points describing the program. The right column contains a section titled 'In this area of the site, you can:' with a list of bullet points, and a section titled 'Rewards Program points and bands' with a table of price bands and accumulated points. The top right corner of the page shows the user's name 'Rusty Carter' and a 'Logout' link.

Price Bands	Minimum 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+

## Step 5.

- i. Choose your Agreement Type
  - a. If you are a Customer with an existing, active Elite or VIP agreement, choose the "Convert Option"
    - a1. Enter your Contract identifier / Contract Number found on your VIP or Elite agreement. **Proceed to step 7.**
  - b. If you are a Customer looking to sign a new agreement, choose the "Enroll in the Symantec Rewards Program..." option.
    - b1. If you require a new agreement (not related to any other agreements) select the "New Master..." option
    - b2. If you would like an agreement that is an affiliate of another Symantec Rewards Agreement, select the "New Rewards Affiliate..." option. Once you select this option, enter the Symantec Agreement Number (SAN) for the Master agreement you wish to make the new agreement an affiliate of.
  - c. Optionally enter an agreement nickname (you can change this later if you decide not to enter a nickname at this time). The agreement nickname will help you keep track of your agreements online should you have multiple agreements that you manage.

Home | Agreements | My Profile

Get New or Convert an Existing Agreement | Manage My Agreements | Query Agreements

### Choose a Relationship Type and Confirm Your Address

Choose Agreement | Accept Terms & Conditions | Confirmation

Use this page to select a Rewards relationship type and confirm your address.

#### 1. Relationship type

Select the appropriate Rewards relationship from the options below.

I would like to:

- a.** Convert a legacy purchasing arrangement to the new Rewards program. (Choose this option if your company has received a buying program conversion invitation).
  - Enter legacy agreement number or invitation number provided by Symantec:
- OR-
- b1.** Enroll in the Symantec Rewards program. (Choose this option if you are not responding to a conversion invitation from Symantec).
  - b2.** Create a new Rewards Master Purchasing Relationship for your company
  - Create a new Rewards Affiliate Purchasing Relationship associated with the following existing Rewards Master Agreement
    - Enter the Symantec Agreement Number (SAN) for the existing Rewards Master Agreement:

**Optional step:** You can also choose to give your new Symantec Rewards relationship a nickname that is more meaningful to you than the agreement number:

Enter nickname:

#### 2. Address and Contact Information

**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

**Address and Territory.** Every new Rewards relationship must have a valid company address associated with it.

- Converting a legacy purchasing arrangement to the new Rewards program: Your address for the Rewards relationship will be the same as the one associated with your Legacy Purchasing Arrangement, and will be displayed on the following Terms and Conditions page.
- New Rewards Master Purchasing Relationships: Your company's new Symantec Agreement Number (SAN), and all the items your company purchases under that SAN, will be associated with the address you provide below.

This address will appear on your company's license certificates, and it will also be used to establish the single territory (country) in which your company may order Symantec products under your customer SAN. Your territory for installing and using Symantec products is the same, unless a broader territory for installation and use is indicated in the Symantec Deployment Territory Matrix in effect at the time your applicable order is accepted by Symantec.

Please see the Rewards Program Guide for more information. The guide includes the most current Deployment Territory Matrix, as well as instructions for establishing multiple-country territory ordering coverage.

**Note:** All information entered must be in Latin Characters. Fields with an asterisk \* are required.

\* Street address:

\* Country:

\* City:

State/Province:

Zip/Postal Code:

## Step 6.

- i. Enter the address you wish to be associated to the agreement (for more information on the significance of the agreement address, please refer to the Rewards Program Guide available on <http://www.mysymantec.com>).
- ii. Enter the Country, City, State/Province, and Postal Code for the address entered.

#### 2. Address and Contact Information

**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

**Address and Territory.** Every new Rewards relationship must have a valid company address associated with it.

- Converting a legacy purchasing arrangement to the new Rewards program: Your address for the Rewards relationship will be the same as the one associated with your Legacy Purchasing Arrangement, and will be displayed on the following Terms and Conditions page.
- New Rewards Master Purchasing Relationships: Your company's new Symantec Agreement Number (SAN), and all the items your company purchases under that SAN, will be associated with the address you provide below.

This address will appear on your company's license certificates, and it will also be used to establish the single territory (country) in which your company may order Symantec products under your customer SAN. Your territory for installing and using Symantec products is the same, unless a broader territory for installation and use is indicated in the Symantec Deployment Territory Matrix in effect at the time your applicable order is accepted by Symantec.

Please see the Rewards Program Guide for more information. The guide includes the most current Deployment Territory Matrix, as well as instructions for establishing multiple-country territory ordering coverage.

**Note:** All information entered must be in Latin Characters. Fields with an asterisk \* are required.

\* Street address:

\* Country:

\* City:

State/Province:

Zip/Postal Code:

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## Step 7.

Click the Submit button to continue.

### 2. Address and Contact Information

**Contact.** For communications and administrative purposes, you will be the primary Rewards program contact person listed in our records. If you do not wish to be the primary contact person, please log off and have the correct primary contact log into their MySymantec user account to complete the application process.

**Address and Territory.** Every new Rewards relationship must have a valid company address associated with it.

- Converting a legacy purchasing arrangement to the new Rewards program: Your address for the Rewards relationship will be the same as the one associated with your Legacy Purchasing Arrangement, and will be displayed on the following Terms and Conditions page.
- New Rewards Master Purchasing Relationships: Your company's new Symantec Agreement Number (SAN), and all the items your company purchases under that SAN, will be associated with the address you provide below.

This address will appear on your company's license certificates, and it will also be used to establish the single territory (country) in which your company may order Symantec products under your customer SAN. Your territory for installing and using Symantec products is the same, unless a broader territory for installation and use is indicated in the Symantec Deployment Territory Matrix in effect at the time your applicable order is accepted by Symantec.

Please see the Rewards Program Guide for more information. The guide includes the most current Deployment Territory Matrix, as well as instructions for establishing multiple-country territory ordering coverage.

**Note:** All information entered must be in Latin Characters. Fields with an asterisk \* are required.

\* Street address:   
  
  
 \* Country:   
 \* City:   
 State/Province:   
 Zip/Postal Code:

## Step 8.

- Confirm the Agreement Details are correct.
- Review the Terms and Conditions.

**MySymantec** Symantec.com  
Rusty Carter | Logout

Home | **Agreements** | My Profile

Get New or Convert an Existing Agreement | Manage My Agreements | Query Agreements

### Terms and Conditions

Choose Agreement | **Accept Terms & Conditions** | Confirmation

**Agreement Details**

Agreement Type: Master  
 Customer: Symantec  
 20330 Stevens Creek Blvd.  
 Cupertino, CA 95014  
 United States  
 Ordering Territory: **United States**

**Terms and Conditions – Rewards Program Agreement.**

Read the terms and conditions of this Rewards Program Agreement carefully. This is a legal and enforceable contract between You and Symantec. You agree to the terms and conditions of this Agreement if You click on the "Agreed" button or otherwise electronically indicate your agreement, or if You request or receive any benefits under the Rewards Program and this Agreement. If You do not agree to these terms and conditions, click on the "Not Agreed" button, and do not request or accept Rewards Program benefits.

Symantec Corporation and/or its subsidiaries ("Symantec" or "We" or "Our") is willing to enter into this Rewards Program Agreement ("Agreement") with You only on the condition that You accept all of the terms of this Agreement. When We say "Customer", "You" or "Your" in this Agreement, that refers to the licensee company or legal entity named in the Rewards Program Application accepted by Symantec. The identity of the Symantec company doing business with You and entering into this Agreement depends on the Territory in which You have elected to order, based on the ordering location indicated in Your Application. Specifically, if Your ordering Territory is a country in the Americas, or is Thailand, "Symantec" means Symantec Corporation. If your Territory is a country in Europe, Middle East, or Africa, "Symantec" means Symantec Limited. If Your ordering Territory is China, "Symantec" means Symantec Software (Beijing) Company Ltd. If Your ordering Territory is Japan, "Symantec" means Symantec Japan, Inc. If Your ordering Territory is any other country in Asia-Pacific (excluding China and Japan), "Symantec" means Symantec Asia Pacific Pte Ltd.

Please note that Symantec reserves the right to change the Symantec entity participating in this Agreement with You, by notifying You of the change, in a manner described in this Agreement.

**Step 9.**

- i. Complete your review of the Terms and Conditions.
- ii. Enter the number contained in the security image.
- iii. Choose the Agreed or Not Agreed selection.

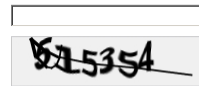
purchased prior to termination shall survive such termination, except where Symantec terminates for cause or an Insolvency Proceeding.

9. **General.** If any part of this Agreement is found illegal or unenforceable, then that provision will be enforced to the maximum extent permissible, and the legality and enforceability of the other provisions of this Agreement will remain in effect. A waiver of any breach or default under this Agreement shall not constitute a waiver of any other right for subsequent breach or default. If Symantec fulfills Your or Your Authorized Affiliates' order(s), and Your request is subsequently found to be inconsistent with the terms of this Agreement, then Symantec's fulfillment of the order (s) shall not be deemed a waiver of Symantec's rights under this Agreement. Any later changes to this Agreement must be agreed to either in a written paper document referencing this Agreement and manually signed by both You and Symantec, or by Your electronic acceptance of standard Symantec online terms. You cannot assign (transfer ownership in) Your rights in individual Licensed Software licenses nor assign parts or all of this Agreement, without Symantec's prior express written consent. We will not unreasonably withhold or delay consent. If Your ownership (control) changes, that will be considered an assignment. Only You or Symantec are entitled to enforce any term of this Agreement. However, if You and Symantec separately mutually agree in writing that any rights and/or obligations under this Agreement are assigned or novated to a third party (an "Assignee"), then this paragraph shall not prevent the Assignee from benefiting from or enforcing any such assigned or novated rights. If there is any conflict between the following documents, their terms shall apply in the following order: the terms of any mutually signed Addendum, these Master Terms, the Certificates, and the EULA. This Agreement replaces any other agreement or understanding between You and Symantec that may have previously existed or currently exists relating to the same subject matter. A party is excused from its performance obligations (other than payment obligations) for so long as (and to the extent that), it is prevented from performing due to unforeseen circumstances or to causes beyond its reasonable control, including but not limited to acts of God, war, terrorism, riot, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, regulatory requirements, shortages of transportation, facilities, fuel, energy, labor or materials.

Version #: Rew\_online\_master\_20060920

**Record security image**

\* Enter the numbers shown below. If you cannot read them, [click here](#) to get a different set of characters.



**Step 10.**

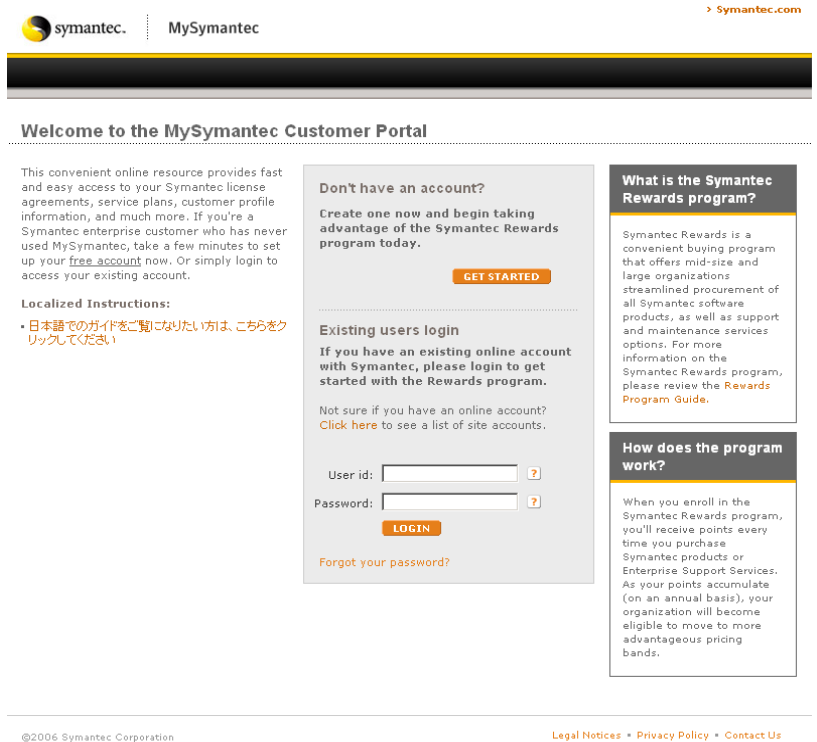
- i. Upon Selecting Agreed, you will be presented a confirmation that your agreement setup is taking place. Depending on the type of agreement selected, you agreement may be activated almost immediately (New Master Agreement).
- ii. You will receive an email notification once the request has been processed.

## Manage Agreements

This process is for users that have already signed up for a Rewards agreement on MySymantec and wish to view details about their agreement(s).

### Step 1.

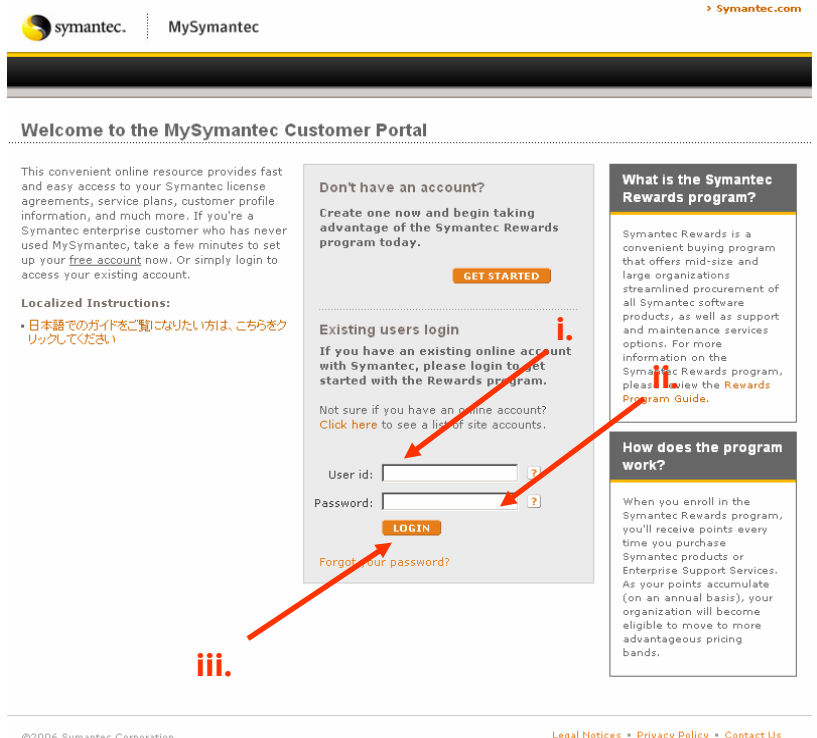
Enter <http://www.mysymantec.com> in your web browser.



### Step 2.

If you do not already have a user account, go to [page 4](#).

- i. Enter your User ID.
- ii. Enter your password.
- iii. Click "Login"



## Step 3.

Click the Agreements Menu Item.

The screenshot shows the MySymantec Customer Portal interface. At the top, there is a navigation bar with 'Home', 'Agreements', and 'My Profile' tabs. The 'Agreements' tab is highlighted with a red arrow. Below the navigation bar, the page title is 'Welcome to Your MySymantec Home Page'. The main content area is divided into two columns. The left column contains sections for 'About Symantec Rewards', 'Getting Started', and 'Query an agreement by entering a Symantec Agreement Number (SAN)'. The right column contains 'The Future of MySymantec' and a list of features. The 'Agreements' menu item in the navigation bar is highlighted with a red arrow.

## Step 4.

i. Click the “Manage My Agreements” Sub-menu Item.

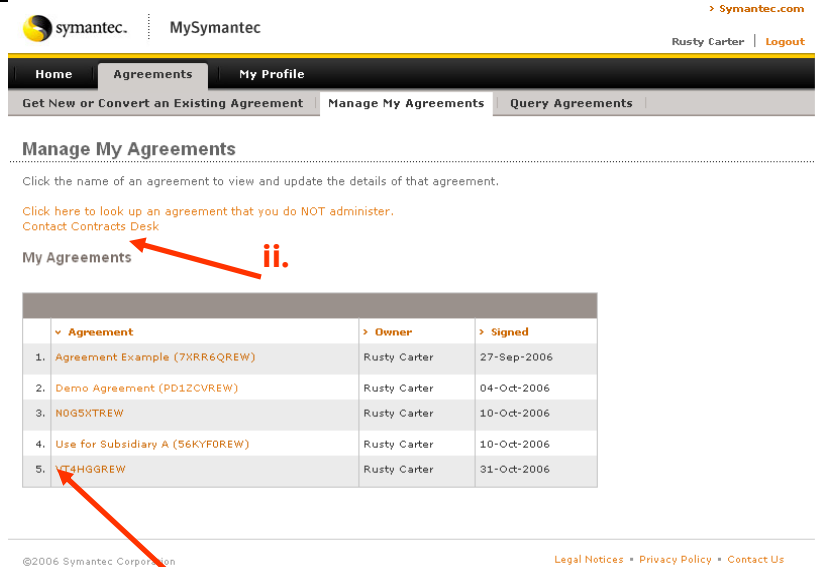
The screenshot shows the MySymantec Customer Portal interface. At the top, there is a navigation bar with 'Home', 'Agreements', and 'My Profile' tabs. The 'Agreements' tab is highlighted with a red arrow. Below the navigation bar, the page title is 'Agreements'. The main content area is divided into two columns. The left column contains sections for 'About Rewards Agreements', 'Key program features and benefits', and 'Global point accumulations'. The right column contains 'In this area of the site, you can:', 'Rewards Program points and bands', and a table showing 'Price Bands' and 'Minimum Accumulated Points'. The 'Manage My Agreements' sub-menu item in the navigation bar is highlighted with a red arrow.

Price Bands	Minimum 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+

**Step 6.**

Review the list of your Agreements

- i. Click on any of the agreement names to see details.
- ii. To request a merge or Affiliate setup of an existing agreement, click the “Contact Contracts Desk” link.



symantec MySymantec [Symantec.com](#)  
Rusty Carter | [Logout](#)

Home Agreements My Profile  
Get New or Convert an Existing Agreement Manage My Agreements Query Agreements

### Manage My Agreements

Click the name of an agreement to view and update the details of that agreement.

[Click here to look up an agreement that you do NOT administer.](#)  
[Contact Contracts Desk](#)

My Agreements **ii.**

Agreement	Owner	Signed
1. Agreement Example (7XRR6QREW)	Rusty Carter	27-Sep-2006
2. Demo Agreement (PD12CVREW)	Rusty Carter	04-Oct-2006
3. N0G5XTREW	Rusty Carter	10-Oct-2006
4. Use for Subsidiary A (56KYFOREW)	Rusty Carter	10-Oct-2006
5. VT4HGGREW	Rusty Carter	31-Oct-2006

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## Query Agreements

This process is for users that wish to lookup information about a Rewards agreement that they did not sign (or did not sign online).

### Step 1.

Enter <http://www.mysymantec.com> in your web browser.

### Step 2.

If you do not already have a user account, go to [page 4](#).

- i. Enter your User ID.
- ii. Enter your password.
- iii. Click "Login".

## Step 3.

Click the Agreements Menu Item.

The screenshot shows the MySymantec Customer Portal interface. At the top, there is a navigation bar with the Symantec logo, the text "MySymantec", and a link to "Symantec.com". Below this, there is a secondary navigation bar with three items: "Home", "Agreements", and "My Profile". The "Agreements" item is highlighted with a red arrow. Below the navigation bar, the main content area is titled "Welcome to Your MySymantec Home Page". It contains several sections: "About Symantec Rewards", "The Future of MySymantec", "Getting Started", and "Query Agreements".

## Step 4.

i. Click the "Query Agreements" Sub-menu Item.

The screenshot shows the MySymantec Customer Portal interface, specifically the "Agreements" section. The "Agreements" menu item is selected, and a sub-menu is displayed below it. The sub-menu items are "Get New or Convert an Existing Agreement", "Manage My Agreements", and "Query Agreements". The "Query Agreements" item is highlighted with a red arrow. Below the sub-menu, the main content area is titled "Agreements". It contains several sections: "About Rewards Agreements", "In this area of the site, you can:", "Rewards Program points and bands", and "Key program features and benefits:".

**In this area of the site, you can:**

- Create a new Buying Program agreement or convert your existing agreement (i.e. VIP or Elite programs)
- Manage and view your agreements online
- Run a query against your existing Rewards agreements and check an agreement's current price band and point accumulation

**Rewards Program points and bands**  
The Symantec Rewards program tracks point totals cumulatively on an annual basis. Discounts are applied in the five bands illustrated in the following table:

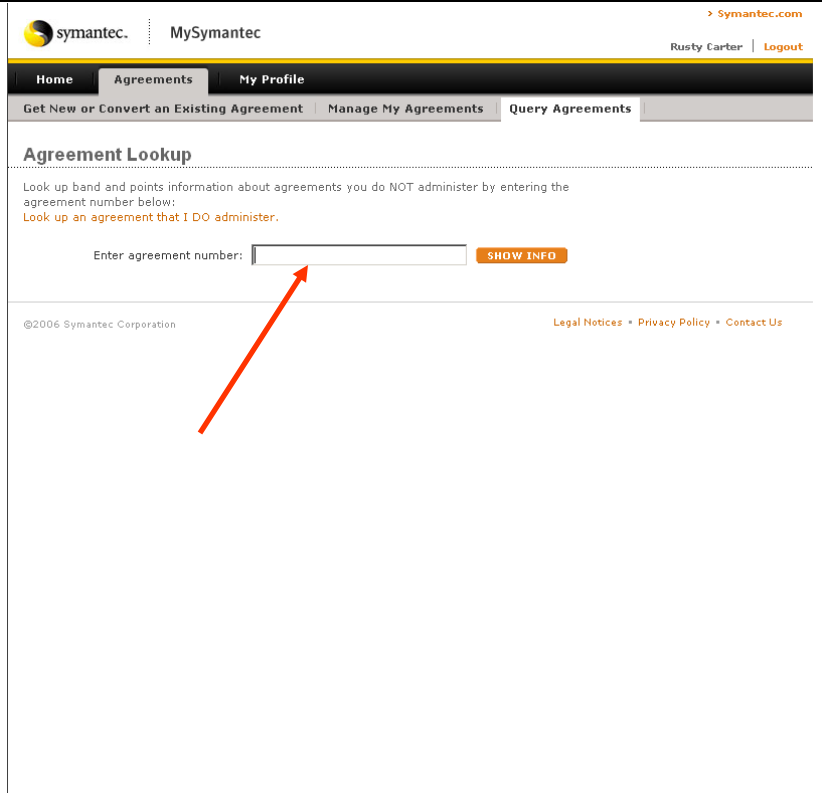
Price Bands	Minimum Accumulated Points
A	6,000 - 11,999
B	12,000 - 19,999
C	20,000 - 49,999
D	50,000 - 99,999
E	100,000+

**Key program features and benefits:**

- **Product coverage**—Participants gain access to all Symantec security and availability software products, as well as support and maintenance service options.
- **Online convenience**—An online application facilitates automated enrollment and simplifies the process of reviewing and accepting program terms and generating new contracts.
- **Flexibility**—Participants can easily consolidate renewal agreements, regardless of the date of initial product purchases.
- **More incentives**—The program uses a simple point system to provide volume purchase incentives and discount eligibility for orders. Rewards increase as participants invest more.
- **Cost savings**—Participants enter better pricing bands as they accumulate points. These band levels are based on the number of points accumulated on a yearly basis.
- **Predictable pricing methodology**—Orders are eligible for predictable pricing and volume incentives, regardless of the quantity of licenses in a particular order.
- **Global point accumulations**—Purchases made by any affiliate (defined as 50% or greater ownership by a parent company) earns points that accumulate and count toward the corporate pricing band within that program territory. The Rewards program also offers the option to aggregate points across program territories for regional or global accumulation.

### Step 5.

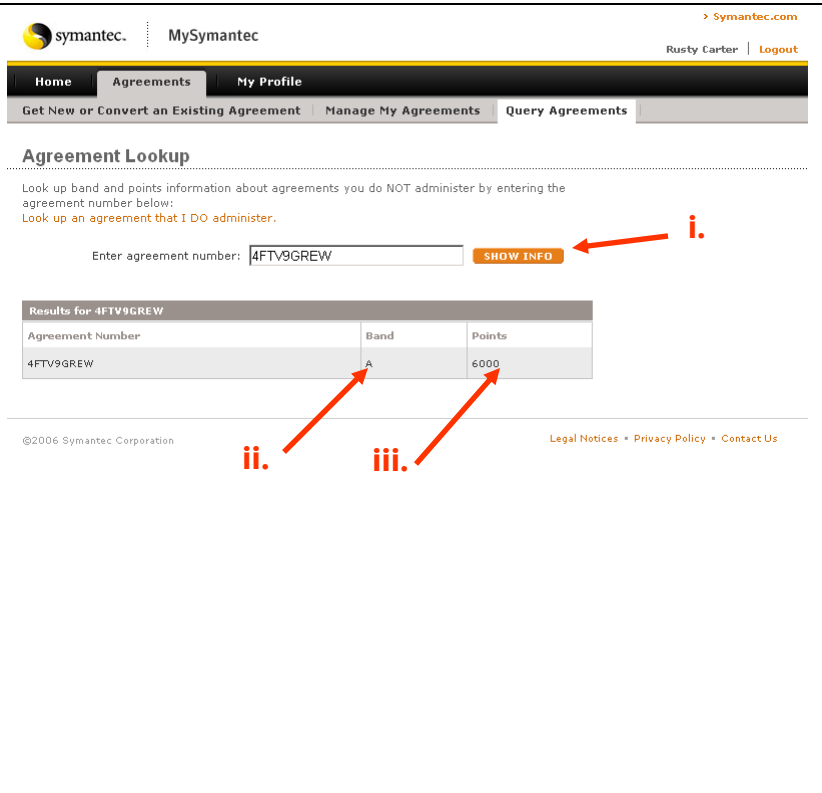
Enter the agreement number.



The screenshot shows the MySymantec Customer Portal interface. At the top, there is a navigation bar with 'Home', 'Agreements', and 'My Profile' tabs. Below this is a sub-navigation bar with 'Get New or Convert an Existing Agreement', 'Manage My Agreements', and 'Query Agreements' buttons. The main content area is titled 'Agreement Lookup' and contains instructions: 'Look up band and points information about agreements you do NOT administer by entering the agreement number below: Look up an agreement that I DO administer.' Below the instructions is a text input field labeled 'Enter agreement number:' and a 'SHOW INFO' button. A red arrow points to the input field.

### Step 4.

- i. Click the "Show Info" button
- ii. Review the current Price Band.
- iii. Review the current Point status.



The screenshot shows the MySymantec Customer Portal interface after clicking the 'SHOW INFO' button. The input field now contains the agreement number '4FTV9GREW'. Below the input field is a table titled 'Results for 4FTV9GREW' with the following data:

Agreement Number	Band	Points
4FTV9GREW	A	6000

Red arrows and labels indicate the following actions: 'i.' points to the 'SHOW INFO' button, 'ii.' points to the 'Band' column value 'A', and 'iii.' points to the 'Points' column value '6000'.