



CUSTOMER FREQUENTLY ASKED QUESTIONS AND ANSWERS

Why does this acquisition make sense?

The endpoint is a critical component in the infrastructure and it continues to evolve. Desktops, laptops, mobile devices, and virtualized systems all add complexity in the infrastructure and require management. We believe that the most secure endpoint is a well-managed endpoint.

Symantec has a strong footprint on the endpoint today with our security and storage offerings. The addition of Altiris will allow Symantec to help customers better manage and enforce IT policies at the endpoint, identify and protect against threats, and repair and service assets. Altiris has an endpoint management footprint with an impressive underlying open platform.

Altiris customers and partners have requested the integration of security and management. It is not good enough to just know about security problems. IT organizations need integrated solutions to help remediate and fix security problems. The companies will also look to take advantage of other complementary Altiris and Symantec IT management solutions.

Symantec will help Altiris scale and expand within vertical markets, channels and geographies.

How will customers benefit from this acquisition?

Customers have complex IT infrastructures and need to understand what they have before they can protect those assets. By joining Symantec's expertise in protecting information, interactions, and infrastructure with Altiris' configuration management capabilities, customers will have confidence that their assets are configured and protected appropriately.

Linking the expertise and insight from Symantec with configuration management capabilities from Altiris gives customers an end-to-end endpoint management solution.

How will this new company be integrated into Symantec?

Altiris will operate as a new business unit and Greg Butterfield will lead this business unit as group president.

PRODUCT QUESTIONS

When will product roadmap information be available from Symantec?

A high level product roadmap will be presented at ManageFusion. More detailed roadmaps will be forthcoming by the end of the second calendar quarter of 2007.

Is Symantec announcing any end of life plans upon the acquisition close date?

Yes, Symantec is announcing the end of life of Carbon Copy, LiveState Client Management Suite, LiveState Delivery, LiveState Delivery Manager, Symantec Discover, and LiveState Patch Manager. Symantec will not announce definitive plans for any other products. Both Symantec and Altiris are still evaluating proposed directions and ensuring that the needs of customers and partners are met.

Will the resources Symantec spends on R&D for Altiris products change?

We expect that the development efforts of the Altiris business unit will continue forward at the same strength as prior to the acquisition.

Do you expect this acquisition to slow product progress at all on the Altiris side?

The Altiris business unit is still executing against the original Altiris 7 product plans and dates.

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

The Altiris platform is an open architecture with interfaces that allow third parties to easily integrate with it. Symantec will be able to take advantage of its service-oriented architecture to integrate other Symantec products with the Altiris platform. For example, we expect to do this with Backup/Recovery, Compliance, and endpoint security.

Will there be any new service offerings for products available as a result of the acquisition?

Yes, we will be offering LiveState migration services to Altiris for existing LiveState customers. This will be in conjunction with the end of life announcement relative to various LiveState products.

Will any of the Altiris product names change now that they are part of Symantec?

We are not announcing any product name changes at this time.

CUSTOMER SUPPORT QUESTIONS

Will there be any process changes for Altiris customers on Day 1?

No, there will be no process changes for Altiris customers on Day 1. Altiris customers will continue to purchase Altiris products through their normal channels. Altiris customers will continue to purchase under their existing Altiris contracts.

The Altiris Technical Support will continue to provide Altiris product support. Any future changes to the Sales and/or Support processes will be communicated to customers and partners well in advance of the changes being implemented, so that they can plan accordingly.

Will this acquisition affect the standard of support for Altiris products? Will existing processes or procedures for customer and technical support change?

No, this acquisition will not affect the standard of support to Altiris customers. We will continue to provide Altiris customers with support at levels consistent with their support agreements.

I am a current Symantec/Altiris customer with a technical support contract. Will the terms and delivery processes for technical support change after the acquisition?

Customers will continue to receive exceptional support from the same people or groups that have been supporting them previously, and all existing customer support entitlements will remain fully in force. Customers should continue to use support as they have in the past. Support phone numbers and web site links will also remain the same.

Customer support for the Altiris business unit will operate “business as usual” following the close of the acquisition and any future changes will be communicated accordingly.

Will there be any new service offerings available as a result of the acquisition?

For Day 1, no new Services offerings will be introduced. Each group will continue to support its own offerings. Post Day 1, we will be looking at opportunities to integrate existing offerings and develop new ones, as appropriate, based on the product road map.

I am a current Symantec/Altiris services customer. Will I need to sign a new contract for services after the acquisition closes?

No, any contracts signed prior to closing of the acquisition will remain in place with no changes to the terms and conditions.

SALES / CHANNEL / ACCOUNT MANAGEMENT QUESTIONS

Will Altiris sales reps be selling any Symantec products?

No. Altiris Account Managers will continue to sell only Altiris products, solutions and services, and they will not be selling Symantec products, solutions and services.

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Will Altiris’ products be available through Symantec’s channel?

After the close of the acquisition, Altiris products will continue to be sold through the existing Altiris channels. Partners that are common to both Symantec and Altiris will continue to operate business as usual. In time, as we expand the go-to-market model, Altiris products will be opened up to Symantec partners.

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

Symantec intends to continue to serve you in a way that best meets your needs. You will be able to continue to rely on your existing relationships with your Symantec and Altiris sales representatives and partners. You will continue to purchase Altiris products and services from your Altiris account manager and partners and Symantec products and services from your Symantec account managers and partners. We will communicate any changes to your current account team if they occur.

LICENSING, PRICING, AND RENEWAL QUESTIONS

Will I be able to consolidate my Symantec/Altiris contracts into a single contract?

Buying programs and purchasing systems, which includes contracts, will continue to operate separately for some time following the close of the acquisition. Please continue to purchase and access Altiris and Symantec products, support, and services as you have previously.

Can I purchase Symantec and Altiris products on a single purchase order?

You will purchase Symantec products and services on a Symantec PO, and Altiris products and services on an Altiris PO for the foreseeable future. Any future changes will be communicated accordingly.

How will the acquisition affect pricing? Will I receive a discount for purchasing both Symantec and Altiris products?

Customers will continue to do business as usual, buying Altiris and Symantec products and services separately. No additional discounts will be automatically given for purchasing from both product lines.

How will the Altiris renewals process be affected by the merger?

You will continue to renew your Altiris product as you always have. You will continue to be notified 90 days ahead of your renewal, and we will still offer all of the personal, professional service you have enjoyed from Altiris.