

Symantec™ Partner Program Requirements Europe, Middle East, and Africa—September 2008

Symantec Partner Program—Europe, Middle East and Africa (EMEA) Supplement to the Program Guide Requirements for EMEA Channel Reseller Partners

This EMEA Supplement to the Partner Program Guide (“Supplement”) applies to EMEA Channel Reseller Partners, and updates the Partner Program Guide for the Symantec Partner Program (“SPP”) for these regions.

All newly enrolled partners enter the Symantec Partner Program at the **Registered Partner** level. To become a Registered partner, partners must complete the program application posted on the Symantec Web site at www.symantec.com/partners/index.jsp. New partners will also be asked to agree to the online Symantec Partner Program terms of participation, as a condition of program enrolment.

EMEA partners can be moved through the Symantec Partner Program levels by achieving the requirements described in the matrix below. In addition to these requirements, partners will be asked to follow the procedures listed in this Partner Program Guide Supplement and any other processes Symantec may publish.

Requirements Details

Completion of application process

An application is posted on the Symantec Web site at www.symantec.com/partners/index.jsp and must be completed

Symantec Partner Program—Channel Reseller Partners (EMEA)

EMEA Requirements as of September 1, 2008		Platinum	Gold	Silver Corporate Reseller	Silver	Registered
Completion of Symantec Partner Program Application and acceptance into program		•	•	•	•	•
SSE or SSE+ Accredited Sales Personnel ³	A Countries ¹	5 or more	4	4	3	
	B Countries	4 or more	3	3	2	
	C Countries	3 or more	2	2	1	
STS Accredited Technical Personnel ³	A Countries ¹	4 or more	3	0	1	
	B Countries	3 or more	2	0	1	
	C Countries	2 or more	1	0	1	
Six month business plan		•	•	•		
Six month business review		•				
Active support of Symantec marketing activities for example: Completion of Partner Profile, customer reference sites		•	•	•	•	
Achievement of minimum revenue targets	A Countries ¹	\$2M+	\$500K–\$2M	\$500K–\$2M	\$20K–\$500K	
	B Countries	\$1M+	\$100K–\$1M	\$100K–\$1M	\$20K–\$100K	
	C Countries	\$500K+	\$100K–\$500K	\$100K–\$500K	\$20K–\$100K	
Monthly reporting as detailed by Symantec Account Manager		•	•	•	• ²	

¹ **A Countries:** United Kingdom and South Africa **B Countries:** France, Germany, Ireland, Italy, Netherlands, Saudi Arabia, and United Arab Emirates **C Countries:** Rest of EMEA.

² Only Silver partners with a Symantec Partner Account Manager are required to complete.

³ Certifications previously accepted for program level measurement will remain valid until 31 December 2008. Effective immediately, no new certifications will be considered towards meeting program requirements.

by all partners; the application is subject to review and acceptance by Symantec (existing partners do not have to apply). New partners will also be required to accept the online Symantec Partner Program terms of participation.

Minimum revenue targets

Partners must commit to grow and meet annual minimum sales revenue goals for Symantec products and services as shown in the Requirements Matrix below. Symantec will pro-rate the annual target if partners join the program during the course of the performance year. The performance year commences in April and runs through the end of March, in conjunction with the Symantec fiscal year. Partner status is reviewed regularly and revenue is calculated as the aggregate of all net revenue to Symantec for all partner transactions for licenses, support and consulting (both Security and Availability) excluding OEM, box product, and second year maintenance revenue.

- **Revenue targets and rebate programs**—please note that the Minimum Revenue Targets apply to achievement and maintenance of EMEA Channel Reseller levels. This definition does not alter EMEA partner’s separate eligibility or terms or calculations for Security and Availability’s existing separate rebate programs. Until otherwise announced by Symantec, the separate existing volume incentive rebate programs for Security and Availability, respectively, continue unchanged, under their existing prior definitions and terms.

Sales/Technical Accreditation—Minimum number of technical staff

Successful completion of a minimum number of sales training modules and assessments by partner sales representatives to ensure understanding and communication to our joint customers of Symantec products, solutions and strategy.

Completion of a minimum number of Technical Accreditations by partner's engineers will be required to ensure technical staff are available to assist with the evaluation and installation of Symantec Technical Products. The sales and technical staff requirements are dependent upon the partner's level in the program. Each quarter, additional sales and technical training modules are added by Symantec. For the latest listing please refer to PartnerNet.

All training taken counts towards advancing to a higher level in the Symantec Partner Program.

Active support of Symantec marketing activities

To generate opportunity and awareness in the market we require our business partners to participate in joint marketing activities such as press releases, ads and seminars, customer reference sites and marketing plans, to promote their Symantec relationship and joint value proposition.

Six-month business plan

A six-month rolling business plan is provided and developed in conjunction with the Symantec Partner Account Manager

Monthly reporting as detailed by Symantec Account Manager

Monthly pipeline development and forecasting reporting is required as agreed with the Symantec Partner Account Manager.

Partner Program Level Adjustment Process

Partner levels are adjusted in the Program by meeting the requirements outlined in the Requirements Matrix. Symantec routinely tracks partner activity within the program, and may periodically adjust your program level to recognise achievement/performance against set program requirements, as discussed in the **Member Level Adjustments** section of the Partner Program Guide.

Partners may also request to adjust their program level by contacting their Symantec Partner Account Manager and/or local Partner Program Manager. Symantec will review the request and validate that all requirements as specified in the Requirements Matrix have been met, and if so, make the appropriate level adjustment.

Please note that enrolment adjustments occur on a monthly basis. Partners will receive confirmation from local teams, once the change in level has been completed. Benefits commensurate with your new program level will be enabled shortly after the adjustment is made. Unused benefits from a prior level or program term do not cumulate with or rollover to your new level. The benefits of the Symantec Partner Program are listed in the **Symantec Channel Partner Benefits** section of the Partner Program Guide.

Changes to EMEA Supplement to Program Guide

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this material, or updates to our EMEA programs. 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 your local office or refer to our Web site.

More information

Visit our Web site

<https://partnernet.symantec.com>

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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Appendix—C Countries (Rest of EMEA)

Albania	Georgia	Niger
Algeria	Ghana	Nigeria
Andorra	Greece	Norway
Angola	Greenland	Oman
Armenia	Guinea	Pakistan
Austria	Hungary	Poland
Azerbaijan	Iceland	Portugal
Bahrain	Israel	Qatar
Belarus	Jordan	Reunion
Belgium	Kazakhstan	Romania
Benin	Kenya	Russian Federation
Bosnia and Herzegovina	Kuwait	Rwanda
Botswana	Kyrgyzstan	Saint Helena
Bulgaria	Latvia	San Marino
Burkina Faso	Lebanon	Senegal
Cameroon	Lesotho	Serbia and Montenegro
Cape Verde	Liechtenstein	Seychelles
Chad	Lithuania	Slovakia
Comoros	Luxembourg	Slovenia
Congo	Macedonia	Spain
Cote d'Ivoire	Madagascar	Swaziland
Croatia, Republic of	Malawi	Sweden
Cyprus	Maldives	Switzerland
Czech Republic	Mali	Tanzania, United Republic of Togo
Denmark	Malta	Tunisia
Djibouti	Mauritania	Turkey
Egypt	Mauritius	Uganda
Equatorial Guinea	Mayotte	Ukraine
Estonia	Moldova, Republic of Monaco	Uzbekistan
Ethiopia	Morocco	Yemen
Finland	Mozambique	Zambia
Gabon	Namibia	Zimbabwe
Gambia	New Caledonia	