



3 July 2008

Re: Transition of accessing Altiris Support to Symantec

Dear Valued Altiris Customer,

As you are aware, Altiris Technical Support has been working closely with Symantec Support to merge the different support tools and technologies. Our goal is to ensure that your experience with our new combined organization will be as successful as your experience with Altiris.

To help minimize the disruption of your Altiris customer experience, Altiris has been running separately within Symantec while we planned an orderly, phased technical support integration. We are pleased to advise you of the next phase of the Altiris/Symantec integration. Our goal is to bring you more efficient technical support interactions and streamlined access to technical data on the Symantec Technical Support Web site.

We encourage you to review this letter in its entirety for critical information to help you avoid any disruption to your technical support.

Opening a Support Case Online

Until 11 July 2008, please continue to create and view Altiris Technical Support cases at the Altiris Service Center (ASC) and Altiris Support Helpdesk.

As of 11 July 2008, please begin opening cases via MySupport on the Symantec Support Web site at <https://mysupport.symantec.com/>.

The Altiris Knowledgebase Altiris Policies/Information section includes a detailed article titled "MySupport Use Proc Altiris-AppStream." To view the article, visit <https://kb.altiris.com/article.asp?article=42309&p=1>.

You will be able to continue to view your old case data on the Altiris Service Center and there will be a message and redirect to Symantec MySupport from that site.

Additionally, after 11 August 2008, the email addresses below will no longer enable case creation nor generate responses about creating cases using MySupport:

Americas:

altiris.support@symantec.com

Europe, Middle East and Africa (EMEA):

altiris.emea.premiumsupport@symantec.com

Asia Pacific and Japan (APJ):

altiris.apac.support@symantec.com

Opening a Support Case by Phone

We will continue to use the existing Altiris Support numbers, so you can continue to call your original Altiris Support phone number. For more information, visit <http://www.altiris.com/Support/Contact%20Support.aspx>.

If you are a Remote Product Specialist (Assigned Engineer) customer, please call your named Engineer/Remote Product Specialist directly during regional hours as you have in the past. After regional business hours, use the link above to access appropriate phone numbers.

In the near future we will begin using the Symantec Technical Support phone numbers, which will provide our customers with a greater range of in-country phone numbers to contact Technical Support. We will be modifying the link above to reflect the move to the new phone numbers and providing you with access to those numbers.

Finding Altiris Products on the Symantec Support Web Site

Beginning 1 July 2008, the Altiris product line will be available on the Symantec Support Web site at <http://www.symantec.com/business/support/index.jsp>.

Selecting an Altiris product will provide access to all of the support resources, Knowledgebase, Forum, Downloads and reference materials, including product documentation. Additionally, the release details and lifecycle policy are outlined for each product.

The Altiris Knowledgebase Altiris Policies/Information section includes an article titled "Altiris on the Symantec Support Web Site." To view the article, visit <https://kb.altiris.com>.

We are committed to providing the same high-level support experience you have received from Altiris. Your support issues will continue to be addressed by experienced Altiris Technical Support Engineers.

For a complete review of the features available within Symantec maintenance/support programs, visit http://www.symantec.com/business/services/category.jsp?pcid=support_services.

Thank you for choosing Altiris solutions. We recognize the importance of management, security, availability and compliance solutions to your organization. The steps we are taking are intended to minimize the effect of our corporate integration activities on your organization. We look forward to working with you in the future to meet your ongoing management, security, availability and compliance needs. Should you have any questions about this letter or other Symantec products, please contact your Altiris sales representative.

Yours sincerely,

Symantec Global Enterprises Support Services