



## REPORT OF THE INDEPENDENT ACCOUNTANT

To the Management of Symantec Corporation:

We have examined for the Thawte Certification Authority (CA) operations provided by Symantec Corporation (Symantec) at Mountain View, California, USA; New Castle, Delaware, USA; Melbourne, Australia; Cape Town, South Africa; and Dublin, Ireland and for Verisign, Inc. (Verisign), an independent service organization that provides datacenter hosting services to Symantec for the Thawte Certification Authority operations at the New Castle, Delaware location:

- a) Symantec's disclosure of its extended validation SSL (EV SSL) certificate lifecycle management business practices in its Thawte Certification Practices Statement and its disclosure of the services and related controls provided by Verisign as enumerated in [Attachment A](#), including Symantec's commitment to provide EV SSL certificates in conformity with the CA/Browser Forum Guidelines on the Symantec website;
- b) the provision of such services in accordance with its disclosed practices;
- c) the effectiveness of Symantec's controls and Verisign's controls, where applicable, over
  - key and EV SSL certificate integrity,
  - the authenticity and confidentiality of EV SSL subscriber and relying party information, and
  - continuity of key and EV SSL certificate lifecycle management operations

throughout the period December 1, 2016 to October 31, 2017 for its CAs as enumerated in [Attachment B](#).

Symantec's management is responsible for these disclosures and for maintaining effective controls based on the [WebTrust Principles and Criteria for Certification Authorities - Extended Validation SSL v1.6](#). Our responsibility is to express an opinion based on our examination.

The relative effectiveness and significance of specific controls at Symantec and their effect on assessments of control risk for subscribers and relying parties are dependent on their interaction with the controls, and other factors present at individual subscriber and relying party locations. Our examination did not extend to controls at individual subscriber and relying party locations and we have not evaluated the effectiveness of such controls.

Our examination was conducted in accordance with standards for attestation engagements established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether, throughout the period December 1, 2016 to October 31, 2017, for the CAs enumerated in [Attachment B](#), in all material respects:

- a) Symantec disclosed its EV SSL certificate lifecycle management business practices in its Thawte Certification Practices Statement and the services and related controls provided by Verisign as enumerated in [Attachment A](#), including Symantec's commitment to provide EV SSL;



- b) certificates in conformity with the CA/Browser Forum Guidelines on the Symantec website, and provided such services in accordance with its disclosed practices; and
- c) Symantec and Verisign, where applicable, maintained effective controls to provide reasonable assurance that:
  - the integrity of keys and EV SSL certificates it manages is established and protected throughout their lifecycles, and
  - EV SSL subscriber information is properly authenticated (for the registration activities performed by Symantec)

based on the [WebTrust Principles and Criteria for Certification Authorities - Extended Validation SSL v1.6.](#)

Because of the nature and inherent limitations of controls, Symantec's ability to meet the aforementioned criteria may be affected. For example, controls may not prevent, or detect and correct, error, fraud, unauthorized access to systems and information, or failure to comply with internal and external policies or requirements. Also, the projection of any conclusions based on our findings to future periods is subject to the risk that changes may alter the validity of such conclusions.

In our opinion, throughout the December 1, 2016 to October 31, 2017, in all material respects:

- a) Symantec disclosed its EV SSL certificate lifecycle management business practices in its thawte Certification Practices Statement and the services and related controls provided by Verisign as enumerated in [Attachment A](#), including Symantec's commitment to provide EV SSL certificates in conformity with the CA/Browser Forum Guidelines on the Symantec website, and provided such services in accordance with its disclosed practices; and
- b) Symantec and Verisign, where applicable, maintained effective controls to provide reasonable assurance that:
  - the integrity of keys and EV SSL certificates it manages is established and protected throughout their lifecycles, and
  - EV SSL subscriber information is properly authenticated (for the registration activities performed by Symantec)

based on the [WebTrust Principles and Criteria for Certification Authorities - Extended Validation SSL v1.6.](#)

This report does not include any representation as to the quality of Symantec's services other than its CA operations at Mountain View, California, USA; New Castle, Delaware, USA; Melbourne, Australia; Cape Town, South Africa; and Dublin, Ireland nor the suitability of any of Symantec's services for any customer's intended purpose.

Effective at the close of business on October 31, 2017, Symantec sold its CA business operations to DigiCert Inc.



Symantec's use of the WebTrust for Certification Authorities - Extended Validation SSL Seal constitutes a symbolic representation of the contents of this report and it is not intended, nor should it be construed, to update this report or provide any additional assurance.

BDO USA, LLP

St. Louis, Missouri  
January 31, 2018



## Attachment A

### Thawte Certification Practice Statement Versions in Scope

Policy Name	Version	Date
<a href="#">thawte Certification Practice Statement</a>	3.7.18	September 8, 2017
thawte Certification Practice Statement	3.7.17	December 19, 2016
thawte Certification Practice Statement	3.7.16	September 9, 2016

### Description of Services Provided for Symantec and Related Controls Exercised by Verisign at the New Castle, Delaware Location

Symantec has entered into an agreement with Verisign Inc. (Verisign), to provide datacenter hosting services at the New Castle, Delaware datacenter (the datacenter). Verisign performs the same physical and environmental security controls as Symantec has disclosed in Section 5 and Section 6 of the thawte Certification Practice Statement; however, Verisign performs UPS maintenance quarterly, rather than semi-annually.

Verisign has implemented the following physical and environmental security controls to protect Symantec assets at the datacenter. Production systems housed in the datacenter are protected by multiple tiers of physical security, with access to the lower tier required before gaining access to the next highest tier. The datacenter enforces individual access control through the use of two-factor authentication, including biometrics. Physical access to the datacenter is automatically logged. Visitors to the datacenter are required to sign a log at the security office, wear a visitor badge, and be escorted while onsite. The datacenter facilities are manned continuously by on-site security personnel and the premises are continuously video monitored and recorded. Multiple generators, UPS, HVAC and fire suppression systems have been implemented at the datacenter.



## Attachment B

### List of CAs in Scope

Root CA	Serial Number	SHA1 Thumbprint	SHA2 Thumbprint
C=US, O=thawte, Inc., OU=(c) 2007 thawte, Inc. - For authorized use only, CN=thawte Primary Root CA - G2	35FC265CD9844FC93D263D579BAED756	AA:DB:BC:22:23:8F:C4:01:A1:27:BB:38:DD:F4:1D:DB:08:9E:F0:12	A4:31:0D:50:AF:18:A6:44:71:90:37:2A:86:AF:AF:8B:95:1F:FB:43:1D:83:7F:1E:56:88:B4:59:71:ED:15:57
C=US, O=thawte, Inc., OU=Certification Services Division, OU=(c) 2006 thawte, Inc. - For authorized use only, CN=thawte Primary Root CA	344ED55720D5EDEC49F42FCE37DB2B6D	91:C6:D6:EE:3E:8A:C8:63:84:E5:48:C2:99:29:5C:75:6C:81:7B:81	8D:72:2F:81:A9:C1:13:C0:79:1D:F1:36:A2:96:6D:B2:6C:95:0A:97:1D:B4:6B:41:99:F4:EA:54:B7:8B:FB:9F
C=US, O=thawte, Inc., OU=Certification Services Division, OU=(c) 2008 thawte, Inc. - For authorized use only, CN=thawte Primary Root CA - G3	600197B746A7EAB4B49AD64B2FF790FB	F1:8B:53:8D:1B:E9:03:B6:A6:F0:56:43:5B:17:15:89:CA:F3:6B:F2	4B:03:F4:58:07:AD:70:F2:1B:FC:2C:AE:71:C9:FD:E4:60:4C:06:4C:F5:FF:B6:86:BA:E5:DB:AA:D7:FD:D3:4C

Class 3 CA	Serial Number	SHA1 Thumbprint	SHA2 Thumbprint
C=US, O=thawte, Inc., CN=thawte ECC EV SSL CA	1FF2FCBC6326AABD286693991F43EC21	E9:2B:D8:99:36:8C:0F:41:67:82:A5:BE:8D:F2:B9:75:66:A8:3F:6B	EA:D6:2F:42:BB:36:9D:D4:3C:F6:13:1A:C2:D8:D7:2E:4F:9F:EE:85:E6:9D:45:DA:AF:FE:32:6A:AC:2A:46:F1
C=US, O=thawte, Inc., CN=thawte EV SSL CA - G2	05237150E67BDD38F33EF53CD211313F	19:73:F3:07:35:9B:C9:61:03:03:57:90:BF:75:DD:91:51:E8:3F:99	37:F6:BD:9B:EE:0C:74:F6:08:DD:47:4B:56:A7:2F:81:83:07:7D:FC:26:62:AF:79:BF:E3:D4:FA:BC:F0:B1:C4
C=US, O=thawte, Inc., CN=thawte EV SSL CA - G3	5D72FB337620F64C7280DBE91281FF6A	68:06:0C:A0:74:FF:36:C7:E8:1B:0B:33:8D:7E:83:76:79:0E:D0:20	1A:99:01:9F:9D:41:2A:64:45:47:49:ED:AA:8E:7D:C4:66:73:D6:44:DF:3C:E1:5C:C6:55:73:5E:A0:DF:86:FE
C=US, O=thawte, Inc., CN=thawte Extended Validation SHA256 SSL CA	0A489E88537E8AA6454D6E2C4B2AEB20	14:B4:AC:F9:44:34:F7:D0:76:8D:3E:E4:8D:18:8E:FD:0C:29:13:7A	79:20:B8:E1:8D:2F:C1:2D:81:C2:FA:B9:0A:63:B1:B5:2A:B3:29:CE:7C:D1:CB:7C:A0:94:CD:F9:D6:00:F4:92