

## Symantec Authentication - Additional Services Order Terms

“You” or “Your” means the end user customer who orders the Symantec-hosted and managed authentication services and/or associated enabling hardware or software (“Authentication Services”) supplied by Symantec Corporation and/or its subsidiaries (“Symantec”).

These Additional Services Order Terms are part of the terms and conditions (“Agreement”) applicable to Your order for Authentication Services resold through an authorized Symantec partner (“Reseller”) when You purchase such Authentication Services without otherwise executing a contract with Symantec. In such case, the Agreement consists of these Additional Service Order Terms together with the standard Symantec Authentication Services terms, applicable Service Descriptions and SLA posted on <http://www.symantec.com/about/profile/policies/repository.jsp>, all as referenced in the Symantec-issued Certificate generated in confirmation of Your order. In any event, to the extent the Agreement or any agreement between You and Symantec that applies to Your order contains terms for direct ordering, pricing, payment, and tax terms and the like (“Direct Ordering Terms”), such Direct Ordering Terms shall not apply and shall be superseded by those applicable terms between You and Reseller.

1. **Services Order Term –Renewal or Additional.** A “Services Order Term” is Your committed period of Authentication Services, which may be more than 12 months depending on Your order. A “Service Period” is each annual period within a Services Order Term.

“Renewal” in Your order indicates that the Authentication Services You are purchasing are already being provided to You under a preexisting service account and You now wish to extend Authentication Services for an additional period, as indicated by the Services Order Term specified in Your order. In such case, the Unit quantity specified in Your order will be deemed to replace and supersede the Unit quantity specified in the original Authentication Services order being updated (the “Services Order”). If “Additional” is indicated, You now wish to purchase additional Units of an existing Authentication Services, and all Unit quantity will be deemed to be in addition to the quantity specified in the original Services Order.

If either of these options are selected, the following will apply: Symantec will continue providing any such Authentication Services under the preexisting account and configuration without repetition of any related Authentication Services initiation obligations. Additionally, the corresponding Services Order Term for the “Renewal” or “Additional” order will begin as of the applicable start date indicated on Symantec’s order confirmation. The Service Descriptions applicable to the original Services Order will also apply to any corresponding “Renewal” or “Additional” Services Orders unless updated Service Descriptions are published at <http://www.symantec.com/about/profile/policies/repository.jsp> (in which case, such updated Service Descriptions will generally apply for the applicable Authentication Services as of the start date of a new Service Period). In addition, the Services Terms and Conditions of the original Services Order will continue to apply to any corresponding “Renewal” or “Additional” Services Order.

2. **Installation.** Installation Services include up to the number of days specified in Your order, and must be scheduled in blocks of five (5) or more successive days each. Installation Services must be scheduled to occur within ninety (90) days after order acceptance.
3. **Recurring and Non-recurring Fees.** Fees designated as “Non-recurring Fees” are applicable only once for the initial Service Period. Any fees designated as “Recurring Fees” fees are applicable for each Service Period.
4. **No Service Carry-over.** Units of any Authentication Services which are not consumed during the Service Period for which such Units were purchased may not be carried over to a subsequent Service Period.