



31 March 2008

Dear Customer,

Over the years many Altiris customers have requested a more industry-standard maintenance/support model coupling software maintenance with technical support. This model makes software purchases and annual software renewals easier for procurement departments because a single SKU includes both the software maintenance and technical support.

I am pleased to announce an update to the Altiris Annual Upgrade Protection (AUP) program. Effective 1 May 2008, new product purchases and renewals for all Altiris products will move to a maintenance/support model, which consists of software upgrade protection and technical support included in one price. Two levels of technical support services are available to address a customer's business needs: Basic Maintenance Support (regional business hours) or Essential Support (24x7).

The highlights of this model include:

- Effective 1 May 2008, customers purchasing Altiris products will receive one year of full software maintenance/support in the initial license price.
- Previously, customers who only purchased AUP were unable to contact Altiris for support without purchasing Technical Support packs. Now all customers who renew maintenance/support will have access to technical support.
- Customers have asked for 24x7 support for all severity levels. Essential Support offers 24x7 support.
- Customers who have purchased both Symantec and Altiris management products will benefit from the same support and maintenance models. This will help provide consistent alignment of customer service levels across all Symantec products.

We feel confident that this program update will simplify ordering of initial maintenance/support, subsequent renewals, and provide higher customer satisfaction. For more information, visit <http://www.altiris.com/Support/Upgrades.aspx>.

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