

GOVERNMENT

Page: 1 of 9

Sales Order #: 21628141

Issue Date: 02-DEC-10

Symantec Agreement (SAN) #: 1NLN51GOV

Customer Reference:

Disti / Cust PO: PS2021210

Certificate #: 10422740

Issued To:

CHIEF ELECTORAL OFFICER GENERAL ADMINISTRATION
DEPARTMENT GANDHINAGAR
3RD FLOOR BLOCK NO 7
NEW SACHIVALAYA
GANDHI NAGAR, GUJ 382 010
INDIA

Customer Number: 59556486

Contract Owner:

CHIEF ELECTORAL OFFICER GENERAL ADMINISTRATION
DEPARTMENT GANDHINAGAR
3RD FLOOR BLOCK NO 7
NEW SACHIVALAYA
GANDHI NAGAR, GUJ 382 010
INDIA

Customer Number: 59556486

IMPORTANT:

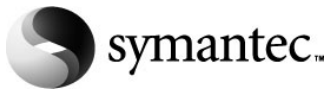
If your purchase requires a license key and it is not printed or referenced on this certificate, you must register the related Serial Number on the Symantec Licensing Portal to receive your key. Go to <https://licensing.symantec.com> to register your software and obtain license keys

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M4289866878	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 STD LIC GOV BAND S License Key(s): OEXP-3NTY-LJ3H-PR3X-ORON-P6P3-BPKS-O Z3Z-PNPW-6	5	20940385	1000-6014-3583-6922		
M9552084191	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940618	1682-1697-7401	06-DEC-10	05-DEC-11
M7952184574	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940618	1682-1697-7401	06-DEC-11	05-DEC-12



GOVERNMENT

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M1152284505	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940618	1682-1697-7401	06-DEC-12	05-DEC-13
M5752389645	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940618	1682-1697-7401	06-DEC-14	05-DEC-15
M9652489083	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940618	1682-1697-7401	06-DEC-13	05-DEC-14
M7490876890	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 STD LIC GOV BAND S License Key(s): OEXP-38TF-LJ39-6R3X-O8PN-P6P3-BPKS-OZ 3Z-PNPW-6	25	20940639	0000-5014-0583-2923		
M8352589069	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20940875	1682-1697-7401	06-DEC-10	05-DEC-11
M8852889071	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20940875	1682-1697-7401	06-DEC-11	05-DEC-12
M5752789441	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20940875	1682-1697-7401	06-DEC-14	05-DEC-15
M3953089520	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20940875	1682-1697-7401	06-DEC-13	05-DEC-14
M8354289652	SYMC NETBACKUP ENTERPRISE CLIENT 7.0 WIN/LNX/SOLX64 1 SERVER TIER 1 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20940875	1682-1697-7401	06-DEC-12	05-DEC-13
M4591986240	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER STD LIC GOV BAND S License Key(s): OEXC-8WDY-Z2VP-R3XO-83PP-PPPX-P33P-P 3ZP-NP36-P	25	20939601	6000-2014-4583-3924		



GOVERNMENT

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M1953194294	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20939626	1682-1697-7401	06-DEC-10	05-DEC-11
M7654694836	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20939626	1682-1697-7401	06-DEC-11	05-DEC-12
M4554894303	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20939626	1682-1697-7401	06-DEC-12	05-DEC-13
M0153294575	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20939626	1682-1697-7401	06-DEC-14	05-DEC-15
M3655194791	SYMC NETBACKUP STANDARD CLIENT 7.0 XPLAT 1 SERVER INITIAL ESSENTIAL 12 MONTHS GOV BAND S	25	20939626	1682-1697-7401	06-DEC-13	05-DEC-14
M6193192138	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE STD LIC GOV BAND S License Key(s): OEXC-8WKY-Z2VP-Z3XO-2UPP-6PPX-P3PP-P PPP-PPPP-P	5	20942247	5000-1014-0583-9925		
M2855294482	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942239	1682-1697-7401	06-DEC-12	05-DEC-13
M5353399921	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942239	1682-1697-7401	06-DEC-11	05-DEC-12
M7753499144	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942239	1682-1697-7401	06-DEC-10	05-DEC-11
M8255699127	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942239	1682-1697-7401	06-DEC-13	05-DEC-14

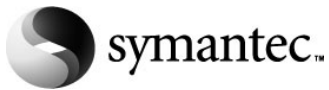


GOVERNMENT

Page: 4 of 9

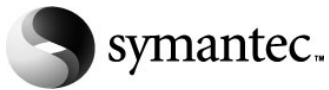
Sales Order #: 21628141

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M9257799116	SYMC NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942239	1682-1697-7401	06-DEC-14	05-DEC-15
M7793496247	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE STD LIC GOV BAND S License Key(s): OEXR-W2K4-2KPT-PNCS-LPPP-PPRC-P66P-P GPP-PPZP-6	5	20942619	0000-8014-5583-0926		
M1957899842	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942621	1682-1697-7401	06-DEC-14	05-DEC-15
M1355899756	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942621	1682-1697-7401	06-DEC-13	05-DEC-14
M1755999759	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942621	1682-1697-7401	06-DEC-10	05-DEC-11
M1058204824	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942621	1682-1697-7401	06-DEC-12	05-DEC-13
M7458404286	SYMC NETBACKUP OPTION SHARED STORAGE OPTION 7.0 XPLAT 1 DRIVE INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20942621	1682-1697-7401	06-DEC-11	05-DEC-12
M4596207476	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 STD LIC GOV BAND S License Key(s): OEXP-RBV2-GCAU-6C83-ZOZ3-PPPR-JPAO-4 ORP-PORP-P	2	20943437	9000-7014-1583-6927		



GOVERNMENT

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M4294806988	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 STD LIC GOV BAND S License Key(s): OEXN-PTKM-LNHP-XPZO-ZPPP-PPPR-CC66-PPP4-KE6P-P	5	20940127	5000-4014-5583-7928		
M7158609976	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940272	1682-1697-7401	06-DEC-10	05-DEC-11
M1158709615	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940272	1682-1697-7401	06-DEC-11	05-DEC-12
M8558809688	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940272	1682-1697-7401	06-DEC-12	05-DEC-13
M4559514536	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940272	1682-1697-7401	06-DEC-13	05-DEC-14
M6659114761	SYMC NETBACKUP CLIENT APPLICATION AND DATABASE PACK 7.0 WIN/LNX/SOLX64 1 SERVER TIER 3 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	5	20940272	1682-1697-7401	06-DEC-14	05-DEC-15
M8759314680	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	2	20943408	1682-1697-7401	06-DEC-10	05-DEC-11
M1856114443	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	2	20943408	1682-1697-7401	06-DEC-11	05-DEC-12
M7459714363	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	2	20943408	1682-1697-7401	06-DEC-12	05-DEC-13



GOVERNMENT

Page: 6 of 9

Sales Order #: 21628141

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M1159914498	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	2	20943408	1682-1697-7401	06-DEC-13	05-DEC-14
M5856414080	SYMC NETBACKUP ENTERPRISE SERVER 7.0 WIN/LNX/SOLX64 1 SERVER TIER 2 INITIAL ESSENTIAL 12 MONTHS GOV BAND S	2	20943408	1682-1697-7401	06-DEC-14	05-DEC-15

For ease of managing your support renewal, please retain this certificate which holds valuable reference information for your renewal transaction inclusive of your Symantec Agreement Number (SAN).

Licensing Portal Help Tutorials: <https://licensing.symantec.com/acctmgmt/home/Jump.jsp>

These two-minute videos explain how to get license keys for new purchases and version upgrades.

Global Enterprise Customer Care URL: <http://go.symantec.com/callcustomercare>

Contact Customer Care for non-technical licensing-related questions.

Technical Support URL: <http://www.symantec.com/enterprise/support/index.jsp>

Contact Technical Support for technical product-related questions

Software Download URL: <https://fileconnect.symantec.com>

You will need a Serial Number related to your product for access.

Symantec URL: <http://www.symantec.com>

Learn more about Symantec products and services.

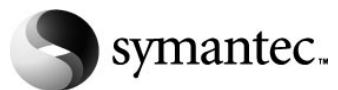
Symantec Licensing Program URL: <http://www.symantec.com/business/products/licensing/index.jsp>

Learn more about the benefits of the Buying Program you are participating in.

Symantec Education Voucher Redemption URL: <http://www.symantec.com/business/training/evoucher/>

To access your Education purchase click on the Education Voucher Redemption URL link above, and using the serial number on the face of this certificate, complete the Voucher registration process, then follow the instructions to begin your training.

Managed Security Services Client Services Team: clientservices@monitoredsecurity.com



GOVERNMENT

Page: 7 of 9

Sales Order #: 21628141

For Managed Security Services related questions, please contact the Client Services Team.



GOVERNMENT

Sales Order #: 21628141

Amendment To Symantec End User License Agreement

This document, including any attachments, referenced terms, and the information provided on the face of this document (collectively, this 'Certificate') is a legal agreement between the end user named on the face of this Certificate (the 'Licensee'), and Symantec Corporation and/or its subsidiaries ("Symantec"). This Certificate amends the Symantec end user license agreement (also known as the 'EULA') contained in the original physical media pack(s) of and/or included in the Symantec software product(s) listed on the face of this Certificate (the 'Software'). Accordingly, this Certificate and the rights granted herein are only effective as to end-users who have received electronic access to or physical media of the Software listed on the face of this Certificate, and who have agreed to the terms of the EULA contained in such Software and/or its media pack. Please read this Certificate. By loading the software, or by using or making copies of the Software, Licensee indicates its consent to the terms and conditions set forth below.

IF LICENSEE DOES NOT AGREE TO THESE TERMS, THEN SYMANTEC IS UNWILLING TO LICENSE THE SOFTWARE TO LICENSEE. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS CERTIFICATE, ALL PROVISIONS OF THE EULA WILL BE APPLICABLE FOR ALL RIGHTS GRANTED UNDER THIS CERTIFICATE. ANY RIGHT TO RETURN THE SOFTWARE AND ANY RIGHT TO USE THE SOFTWARE ON HOME COMPUTERS THAT MAY BE CONTAINED IN THE EULA SHALL NOT APPLY TO THE RIGHTS GRANTED UNDER THIS CERTIFICATE.

1. **GRANT OF LICENSE.** Symantec grants to Licensee a nonexclusive, nontransferable license to make copies of and use the quantity of each title of the Software and the related user documentation as are set forth opposite the name of such title on the face of this Certificate, under the terms and conditions of the EULA, solely for Licensee's own internal business purposes, within the country in which the Licensee is located as indicated by the Licensee's address set forth on the face of this Certificate. In order to be authorized under this Certificate to make copies of and use the Software, Licensee must be an authorized state, local, federal or equivalent governmental agency (excluding academic institutions), as defined by Symantec in its sole discretion. If Licensee purchase a Software license designated for Home Use, where available, then the above license grant is modified to add the following: Licensee's employee or consultant to use one copy of such Home Use Software only on their personal home computer, provided such equipment is not owned or provided by Licensee, and provided Licensee has also purchased a license for such product for such individual's computer at Licensee's administrative offices. Further, such Home Use is permitted only for so long as such individual remains Licensee's employee or consultant. Consultants are only permitted to use Licensee's Home Use licenses for the benefit of Licensee. The number of Home Use copies made and used cannot exceed the number of Home Use licenses purchased. Please see the additional terms and benefits set forth in the then-current Symantec Program Guide for the Symantec Government Buying Program, as defined by Symantec in Symantec's sole discretion. Such Program Guide is available on the Symantec Buying Program area of www.symantec.com and is incorporated by this reference.

2. **SOFTWARE COPIES.** Licensee may make copies of the Software authorized under Section 1 of this Certificate, in object code form only, from the copy of the Software and user documentation contained in the original media for the Software obtained from Licensee's authorized reseller. An auditor, selected by Symantec and reasonably acceptable to Licensee, may, upon reasonable notice and during normal business hours, but not more often than once each year, inspect Licensee's records and deployment in order to confirm Licensee's use of the Software complies with this Certificate. Symantec shall bear the costs of any such audit, except where the audit demonstrates that the MSRP value of Licensee's non-compliant usage exceeds five percent (5%) of the MSRP value of Licensee's compliant deployments. In such case, in addition to purchasing appropriate licenses for any overdeployed Software licenses, Licensee shall reimburse Symantec for the auditor's reasonable actual fees for such audit.

3. **UPGRADES AND CROSS-GRADES.** For certain Software, Symantec reserves the right to require that any upgrades (if any) of the Software may only be obtained in a quantity equal to the number indicated on the face of this Certificate. An upgrade to an existing license shall not be deemed to increase the number of licenses which Licensee is authorized to use. Additionally, if Licensee upgrades a Software license, or purchases any of the Software licenses listed on the face of this Certificate to cross-grade an existing license (i.e. to increase its functionality, and/or transfer it to a new operating system, hardware tier or licensing meter) then Symantec issues this Certificate based on the understanding that Licensee agrees to cease using the original license. Any such license upgrade or cross-grade is provided under Symantec's policies in effect at the time of order. This Certificate does not separately license Licensee for additional licenses beyond those which Licensee has purchased, and which have been authorized by Symantec.

4. **CONTENT UPDATES.** Certain Software uses content that is updated from time to time, including but not limited to: updated anti-spyware definitions for anti-spyware products; updated antispyware definitions for antispyware products; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and antiphishing products; updated firewall rules for some firewall products; updated intrusion-detection data for intrusion detection products; updated lists of authenticated web pages for website authentication products; updated policy compliance rules for policy compliance products; and updated vulnerability signatures for vulnerability assessment products. These updates are collectively referred to as "Content Updates". If Licensee subscribes to a Symantec maintenance/support offering consisting of or including Content Updates, as separately described in the Symantec certificate for such subscription (the "Support Certificate"), Licensee is granted the right to use, as part of the Software, the Content Updates included in such subscription to the extent they become generally available to Symantec's end user customers as part of such subscription, for any period for which Licensee has purchased the appropriate maintenance/support, as indicated on the face of such Support Certificate. This Certificate does not otherwise permit Licensee to obtain and use Content Updates.

5. **MAINTENANCE/SUPPORT.** If Licensee subscribes to a Symantec maintenance/support offering, such subscription will be as described in the Support Certificate, delivered in accordance with Symantec's then-current standard policies and terms. Symantec reserves the right to require the purchase of minimum Symantec-designated levels of maintenance/support with the purchase certain Symantec product offerings.

6. **ENTIRE AGREEMENT.** This Certificate and the EULA constitute the entire agreement between the parties pertaining to the subject matter hereof, and supersede any and all written or oral agreements with respect to such subject matter.



SUPPORT

Symantec Enterprise Technical Support

This document (the "Certificate") is a legal agreement between the end user (the "Licensee") named on the face of this certificate and Symantec Corporation and/or its subsidiaries ("Symantec"). This Certificate and the rights granted herein are only effective as to end users who have a valid license pursuant to a Symantec license agreement (the "License Agreement") for the underlying Symantec software product(s) (the "Software") for which this support will be provided. Please read this Certificate.

IF LICENSEE DOES NOT AGREE TO THESE TERMS, THEN SYMANTEC IS UNABLE TO PROVIDE SUPPORT FOR THE SOFTWARE TO LICENSEE. RECEIPT OF SUPPORT INDICATES LICENSEE'S AGREEMENT TO THESE TERMS.

Support Offerings: Commencing on the issue date set forth on the face of this Certificate, Symantec will provide to Licensee the support service(s) listed on the face of this Certificate, within the Symantec region in which the Software is licensed for use as indicated in the License Agreement. Support services are provided under the terms and conditions listed below, until the end date set forth on the face of the Certificate.

1) Access to technical support provided by telephone on a 24x7 basis; 2) Continuous Efforts Problem Resolution Engineering (available upon request for Severity 1 Cases only); 3) Access to the Symantec technical support website; 4) Delivery of bug fixes and patches; 5) Essential Support includes Content Updates, if applicable, and Upgrade Assurance; 6) Licensee may designate up to six (6) individuals per title of Software for Essential Support to act as liaisons with Symantec Technical Services staff ("Designated Contacts").

2. Basic Maintenance.

1) Access to technical support provided by telephone from 8 a.m. to 6 p.m. during the normal business week of, and in accordance with statutory holidays of, the country where the Software is installed; 2) Access to the Symantec technical support website; 3) Delivery of bug fixes and patches; 4) Basic Maintenance includes Content Updates, if applicable, and Upgrade Assurance; 5) Licensee may designate up to two (2) individuals per title of Software for Basic Maintenance to act as Designated Contacts as defined above.

Definitions:

• **Content Updates:** Content Updates as used in this Certificate refer to content used by Software that is updated from time to time, including but not limited to: updated anti-spyware definitions for anti-spyware software; updated antispyware rules for antispyware software; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and antiphishing products; updated firewall rules for firewall products; updated vulnerability signatures for vulnerability assessment products; updated policy compliance updates for policy compliance software; updated lists of authenticated web pages for web site authentication software; and updated intrusion detection data for intrusion detection products, (if applicable). Content Updates means the right to use Content Updates to the Software as they become generally available to Symantec's end user customers except for those Content Updates that are only available through purchase of a Content Updates Subscription. Symantec reserves the right to designate specified Content Updates as requiring purchase of a Content Updates Subscription at any time and without notice to Licensee; provided, however, that if Licensee purchases support hereunder that includes particular Content Updates on the issue date set forth on the face of this Certificate, Licensee will not have to pay an additional fee to continue receiving such Content Updates through the end date set forth on the face of this Certificate, even if Symantec designates such Content Updates as requiring a Content Updates Subscription.

• **Content Updates Subscription:** The right to use those Content Updates that Symantec elects to make available by separate paid subscription. If Licensee has purchased Content Updates Subscription(s), the number set forth on the face of this Certificate opposite the description of such subscription reflects the quantity of such subscription purchased by Licensee.

• **Upgrade Assurance:** The right to use upgrades to the Software as they become generally available to Symantec's end user customers. An upgrade is any version of the Software which has been released to the public and which replaces the prior version of the Software on Symantec's price list. All such upgraded Software is licensed to Licensee for use subject to all terms and conditions, including without limitation disclaimers of warranties and limitation of liabilities, of the License Agreement. Nothing in this Certificate shall be construed as separately licensing copies of the Software or increasing the number of copies of Software licensed to Licensee.

Terms and Conditions:

• **Support Policies:** The support service(s) will be provided in accordance with Symantec's Enterprise Technical Support Policy and other support policies which may be revised and updated by Symantec from time to time without notice to Licensee. Please refer to www.symantec.com/enterprise/support/support_policies.jsp for copies of such policies. Under Symantec's Enterprise Technical Support Policy, support services may be discontinued for certain Software or a particular version of Software prior to the end date set forth on the face of this Certificate.

• **Geographic Availability:** Not all of the support services listed above are available in all countries or locations or for all Symantec software products.

• **Scope of Support:** Licensee's technical assistance may be limited to error correction resolution in certain Software if Licensee has not installed and implemented all licenses for such Software in accordance with the directions for installation provided by Symantec. Please refer to <http://www.symantec.com/enterprise/products/index.jsp> for additional information on services offered by Symantec to assist you in proper installation and implementation of Software. Technical support will not include activities that would be typically made generally available and characterized by Symantec as product training, consulting involving integration, security solutions enablement, security advisory, pre-production configuration services, managed security or implementation services or the like, which are offered separately as noted below.

• **Additional Designated Contacts:** Licensee may add additional Designated Contact(s) for either Essential Support or Basic Maintenance by paying the applicable fee in effect at the time Licensee seeks to add the additional Designated Contact(s). If Licensee has purchased the right to designate additional Designated Contacts, the number set forth on the face of this Certificate reflects the number of additional designated Licensee Designated Contacts who may receive technical support on Licensee's behalf with the same rights and for the same term as the primary contacts for either Essential Support or Basic Maintenance.

• **Acknowledgement of Use of Personal Data.** Licensee recognizes that Symantec will require Licensee to supply certain personal data (such as business contact names, business telephone numbers, business e-mail addresses), in order for Symantec to provide Support and to keep Licensee apprised of support and product updates. Licensee acknowledges that Symantec is a global organization, and such personal data may be accessible on a global basis to enable Symantec to provide Licensee Support. By providing such personal data, Licensee consents to Symantec using, transferring and processing this personal data on a global basis for the purposes described above.

• **Support Services Warranty.** Symantec warrants, for a period of thirty (30) days from the date of performance of support services under this Certificate, that such support services will be performed in a manner consistent with generally accepted industry standards. For support services not performed as warranted in this provision, and provided Licensee has reported such non-conformance to Symantec within thirty (30) days of performance of such non-conforming support services, Symantec will, at its discretion, either correct any nonconforming support services or refund the relevant fees paid for the nonconforming support services. THIS IS LICENSEE'S EXCLUSIVE REMEDY AND SYMANTEC'S SOLE LIABILITY ARISING IN CONNECTION WITH THE SUPPORT SERVICES WARRANTY DESCRIBED IN THIS SECTION.

DISCLAIMER OF DAMAGES: TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SYMANTEC BE LIABLE TO YOU FOR (i) ANY COSTS OF PROCUREMENT OF SUBSTITUTE OR REPLACEMENT GOODS AND SERVICES, LOSS OF PROFITS, LOSS OF USE, LOSS OF OR CORRUPTION TO DATA, BUSINESS INTERRUPTION, LOSS OF PRODUCTION, LOSS OF REVENUES, LOSS OF CONTRACTS, LOSS OF GOODWILL, OR ANTICIPATED SAVINGS OR WASTED MANAGEMENT AND STAFF TIME; OR (ii) ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES WHETHER ARISING DIRECTLY OR INDIRECTLY OUT OF THE PROVISION OF SUPPORT SERVICE(S), EVEN IF THE PARTY, ITS RESELLERS, SUPPLIERS OR ITS AGENTS HAS BEEN TOLD SUCH DAMAGES MIGHT OCCUR. IN NO CASE SHALL SYMANTEC'S LIABILITY EXCEED THE PURCHASE PRICE FOR THE SUPPORT SERVICE(S). NOTHING IN THIS CERTIFICATE SHALL EXCLUDE OR LIMIT SYMANTEC'S LIABILITY FOR ANY LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED BY LAW.

INTEGRATION: This Certificate, as supplemented by any relevant terms in the License Agreement not otherwise defined herein, constitutes the entire agreement between this parties pertaining to the subject matter hereof, and, except as otherwise agreed upon in writing by the parties, supersedes any and all prior written or oral agreement with respect to such subject matter.