



# Purchase Order

## COUNTY OF HIDALGO

PO#: 683343

DATE: 11/02/12

Page No 1 Of 1

VENDOR: 264563

REQ:00220650

Email:

BUYER:

Phone:

SHIP TO: SHERIFF'S LAW ENFORMENT FACILITY  
711 EL CIBOLO RD.  
EDINBURG TX 78539

REYNA ENTERPRISES, INC DBA CRC  
131 EAST PECAN  
MCALLEN TX 78501

Vendor Acct:

CONTACT: MYRA MONTOYA (956) 393-6024  
SITE: SHERIFF'S LAW ENFORCEMENT FACILITY

Special Instructions:

Contract No:

**VENDOR NOTES**

1. DO NOT ADD TO, OR ALTER THIS PURCHASE ORDER. THIS ORDER IS NOT RENEWABLE.
2. TAX EXEMPTION: THIS PURCHASE ORDER MAY BE ACCEPTED IN LIEU OF EXEMPTION CERTIFICATE.
3. THIS ORDER IS ALSO PLACED F.O.B. DESTINATION. VENDOR MUST REPAY ALL SHIPPING COSTS.
4. INVOICE EACH PURCHASE ORDER SINGLY. ORIGINAL INVOICES ARE REQUIRED CUSTOMER COPY MAY BE ACCEPTED. OUT NUMBER MUST APPEAR ON ALL INVOICES, BILLS OF LADING, AND PACKAGES.
5. PAYMENT WILL BE MADE ONLY FOR A BONA FIDE AND FULLY COMPLETED ORDERS, UNLESS OTHERWISE ATTACHED.

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		DO NOT DUPLICATE ORDER		
		RENEWAL OF SYMANTEC BACKUP EXEC AND OPTIONS		
1	EACH	OM ITEM#LQCXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012-ESSENTIAL SUPPORT RENEWAL (1 YEAR)- 1 SERVER- GOV SYMANTEC BUYING PROGRAMS GOVERNMENT- LEVEL S (1+)- WIN	245.00	245.00
1	EACH	OM ITEM#MFYTWZZ0-ER1GS, SYMANTEC DESKTOP AND LAPTOP OPTION (V.7.0)- ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) - 1-10 USERS-GOV-SYMANTEC BUYING PROGRAMS: GOVERNMENT- LEVEL S(1+) - WIN	125.00	125.00
5	EACH	OM ITEM#MLJXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012 AGENT FOR WINDOWS ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) -1 SERVER-GOV SYMANTEC BUYING PROGRAMS: GOVERNMENT-LEVEL S (1+)-WIN	145.00	725.00
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		
		Total		1,095.00
		*****		
		For Hidalgo County use only		
		2-1100-421-00-280-001-0-336	1,095.00	
		Approved _____		

Authorized by: Martha L. Salazar mlw

**Requisition**  
**SHERIFF'S LAW ENFORMENT FACILITY**

**Req # 00220650**

**PO #**

**Date: 08/06/12**

**Bill To:** x  
x

**Vendor:** 264563  
 REYNA ENTERPRISES, INC DBA CRC  
 131 EAST PECAN  
 MCALLEN TX 78501

**Ship To:** SHERIFF'S LAW ENFORMENT FACILITY  
 711 EL CIBOLO RD.  
 EDINBURG TX 78539

**Contact:** MIKE GARZA  
 956-393-6024

**Contract No:**

**Special Instructions:**

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		RENEWAL OF SYMANTEC BACKUP EXEC AND OPTIONS DO NOT DUPLICATE ORDER		
1.00	EACH	ITEM#LQCXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012- ESSENTIAL SUPPORT RENEWAL (1 YEAR)- 1 SERVER- GOV	245.00	245.00
1.00	EACH	SYMANTEC BUYING PROGRAMS GOVERNMENT- LEVEL S (1+)- WIN ITEM#MFYTWZZ0-ER1GS, SYMANTEC DESKTOP AND LAPTOP OPTION (V.7.0)- ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) - 1-10 USERS-GOV-SYMANTEC BUYING PROGRAMS: GOVERNMENT- LEVEL S(1+) - WIN	125.00	125.00
5.00	EACH	ITEM#MLJXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012 AGENT FOR WINDOWS ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) -1 SERVER-GOV SYMANTEC BUYING PROGRAMS: GOVERNMENT-LEVEL S (1+)-WIN	145.00	725.00
		<u>Account No</u>	<u>Encumbrance</u>	
		2-1100-421-00-280-001-0-336	1,095.00	
			Freight	.00
			Total	1,095.00
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		

**Authorized By:** \_\_\_\_\_

Req 220650

# C R C

COMPUTER REPAIR CENTER

August 2, 2012

Hidalgo County Sheriff's Department  
711 El Cibolo Road  
Edinburg, TX 78541

business partner



AT: Mike Garza

SUBJECT: Quote Renewal Symantec Backup Exec and options.

Qty	Product Number	Description	Unit Price	Ext Price
1	LQXWZZ0-ER1GS	Symantec Backup Exec 2012 - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 245.00	\$ 245.00
1	MFYTWZZ0-ER1GS	Symantec Desktop and Laptop Option - ( v 7 0 ) - Essential Support (renewal) ( 1 year ) - 1-10 users - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 125.00	\$ 125.00
5	MLJXWZZ0-ER1GS	Symantec Backup Exec 2012 Agent for Windows - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 145.00	\$ 725.00
			<b>Total</b>	<b>\$ 1,095.00</b>
			<b>Tax</b>	<b>Exempt</b>
			<b>Total</b>	<b>\$ 1,095.00</b>

Respectfully,

Daniel Reyna  
dreyna@crc-computers.com



<b>NIGP Search</b>
<a href="#">Keyword Search</a>
<a href="#">Code Search</a>
<b>Drill Down Search</b> <a href="#">Category</a> <a href="#">Class</a>
<a href="#">Customer Contracts</a>
<b>Admin Maintenance</b>
<a href="#">View Your Agency's Information</a>
<a href="#">Maintain Your Agency's Users</a>
<b>Downloads</b>
<a href="#">Download the NIGP Code</a>
<b>Navigation</b>
<a href="#">Home</a>
<a href="#">Help</a>
<a href="#">Log Out</a>

<b>Keyword Search</b>	
<b>Customer Info</b>	<b>Search Depth Criteria</b>
Customer Name: Hidalgo, County of - TX	<input checked="" type="radio"/> Normal (7-Digit Level)
Contract ID: All contracts	<input type="radio"/> Thorough (11-Digit Level)
<b>Keyword(s):</b> agreement	<input checked="" type="radio"/> Search ALL keywords
	<input type="radio"/> Search ANY keywords
<input type="button" value="Perform Search"/>	

Legend				
Code Level	Class	Class-Item	Group	Detail
Example	XXX	XXX-XX	XXX-XX-XX	XXX-XX-XX-XXX-X

Code	Description	UOM
920	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES	N/A
<u>920-45</u>	Software Maintenance/Support	N/A
<u>920-45-04</u>	MAINTENANCE AND SUPPORT, AUDIO/VIDEO CONFERENCING SYSTEMS SOFTWARE	N/A
<u>920-45-06</u>	MAINTENANCE AND SUPPORT OF CRASH RECORD INFORMATION SYSTEMS SOFTWARE	N/A
<u>920-45-07</u>	MAINTENANCE AND TECHNICAL SUPPORT, CUSTOMER SERVICE CENTER SOFTWARE	N/A
<u>920-45-08</u>	MAINTENANCE AND SUPPORT, BAR CODE SCANNING SYSTEM SOFTWARE	N/A
<u>920-45-10</u>	MAINTENANCE AND SUPPORT, GLOBAL INFORMATION SYSTEM RECEIVERS	N/A
<u>920-45-11</u>	MAINTENANCE OF FILE MANAGEMENT SYSTEM	N/A
<u>920-45-12</u>	MAINTENANCE AND SUPPORT, INTEGRATED FACILITIES ACCESS SYSTEM	N/A
<u>920-45-14</u>	MAINTENANCE AND SUPPORT, MOBILITY CONTROLLER	N/A
<u>920-45-15</u>	MAINTENANCE AND SUPPORT, PHOTOGRAMMETRY SOFTWARE	N/A
<u>920-45-16</u>	MAINTENANCE, NETWORKING SOFTWARE	N/A
<u>920-45-17</u>	MAINTENANCE AND SUPPORT, LOAD FRAME SOFTWARE	N/A
<u>920-45-18</u>	MAINTENANCE AND TECHNICAL SUPPORT SERVICES, HOTO CATALOGING SOFTWARE	N/A
<u>920-45-19</u>	MAINTENANCE AND TECHNICAL SUPPORT, VIDEO EDITING SYSTEMS	N/A
<u>920-45-20</u>	MAINTENANCE AND LICENSE AGREEMENT SERVICES,	N/A



<b>NIGP Search</b>
<a href="#">Keyword Search</a>
<a href="#">Code Search</a>
<a href="#">Drill Down Search</a> <a href="#">Category</a> <a href="#">Class</a>
<a href="#">Customer Contracts</a>
<a href="#">Admin Maintenance</a>
<a href="#">View Your Agency's Information</a>
<a href="#">Maintain Your Agency's Users</a>
<a href="#">Downloads</a>
<a href="#">Download the NIGP Code</a>
<b>Navigation</b>
<a href="#">Home</a>
<a href="#">Help</a>
<a href="#">Log Out</a>

<b>Keyword Search</b>	
<b>Customer Info</b>	<b>Search Depth Criteria</b>
Customer Name: Hidalgo, County of - TX	<input checked="" type="radio"/> Normal (7-Digit Level)
Contract ID: All contracts	<input type="radio"/> Thorough (11-Digit Level)
	<input checked="" type="radio"/> Search ALL keywords
	<input type="radio"/> Search ANY keywords
Keyword(s): SOFTWARE SUBSCRIPTION	
<input type="button" value="Perform Search"/>	

Legend				
Code Level	Class	Class-Item	Group	Detail
Example	XXX	XXX-XX	XXX-XX-XX	XXX-XX-XX-XXX-X

Code	Description
208	COMPUTER SOFTWARE FOR MICROCOMPUTERS (PREPROGRAMMED)
208-67	PROGRAMMING: BASIC, ASSEMBLER, COMPUTER ASSISTED SOFTWARE ENGINEERING TOOLS (CASE), LIBRARIES, ETC.
208-67-75	SOFTWARE, MICROCOMPUTER, SUBSCRIPTIONS
715	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBOOKS (PREPARED MATERIALS ONLY)
715-10	BOOKS, CURRICULUM GUIDES, DIRECTORIES, MAGAZINES, PAMPHLETS, PERIODICALS, PUBLICATIONS, REPRINTS, ETC.
715-10-22	BOOKS, COMMODITY CODE AND PURCHASING SOFTWARE (PRE-PRINTED)
920	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES
920-02	ACCESS SERVICES, DATA
920-02-44	GLOBAL POSITIONING SYSTEM (GPS) SUBSCRIPTION SERVICE
920-46	SOFTWARE UPDATING SERVICES
920-46-80	SUBSCRIPTION SERVICE, MICROCOMPUTER SOFTWARE
920-46-90	UPGRADING SERVICES, SOFTWARE
<b>12 total returned. Return to the <a href="#">TOP</a></b>	

\$20,433.44 ✓  
10/10/12

Req 22-0050

# C R C

COMPUTER REPAIR CENTER

August 2, 2012

Hidalgo County Sheriff's Department  
711 El Cibolo Road  
Edinburg, TX 78541

business partner



AT: Mike Garza

SUBJECT: Quote Renewal Symantec Backup Exec and options.

Qty	Product Number	Description	Unit Price	Ext Price
1	LQCXWZZ0-ER1GS	Symantec Backup Exec 2012 - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs . Government - level S ( 1+ ) - Win	\$ 245.00	\$ 245.00
1	MFYTWZZ0-ER1GS	Symantec Desktop and Laptop Option - ( v. 7.0 ) - Essential Support (renewal) ( 1 year ) - 1-10 users - GOV - Symantec Buying Programs : Government - level S ( 1+ ) - Win	\$ 125.00	\$ 125.00
5	MLJXWZZ0-ER1GS	Symantec Backup Exec 2012 Agent for Windows - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs : Government - level S ( 1+ ) - Win	\$ 145.00	\$ 725.00
			<b>Total</b>	<b>\$ 1,095.00</b>
			<b>Tax</b>	<b>Exempt</b>
			<b>Total</b>	<b>\$ 1,095.00</b>

Respectfully,

Daniel Reyna

dreyna@crc-computers.com

5-33-0808



## GOVERNMENT

Page: 2 of 4

Sales Order #: 17925226

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](mailto:clientservices@monitoredsecurity.com)  
For Managed Security Services related questions, please contact the Client Services Team.

**Symantec.cloud management console URL:** <https://hostedendpoint.spn.com/>

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.



## GOVERNMENT

Sales Order #: 17925226

### 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.

- 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](http://www.symantec.com) and is incorporated by this reference.
- 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.
- 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.
- 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 antispam definitions for antispam products; updated virus definitions for antivirus and crimeware products; updated URL lists for content filtering and anti-phishing 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.
- 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.
- 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.

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.



## SUPPORT

Page: 4 of 4

Sales Order #: 17925226

### 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. Essential Support.

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 antispam rules for antispam 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](http://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 of 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.

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.

**Tanya.Delira**

---

**From:** Darlene Betancourt [darlene.betancourt@co.hidalgo.tx.us]  
**Sent:** Tuesday, August 28, 2012 3:18 PM  
**To:** 'Tanya.Delira'  
**Subject:** FW: CRC Agreement (220650)

See Mr. Crain's approval

Darlene H. Betancourt, CPPB  
Hidalgo County Purchasing Department  
2812 S. Business Highway 281  
Edinburg, TX. 78539  
Phone (956) 292-7000 x-4852 Fax: (956) 292-7612

**From:** Steve Crain [mailto:scrain@atlashall.com]  
**Sent:** Tuesday, August 28, 2012 2:49 PM  
**To:** 'Darlene Betancourt'  
**Subject:** RE: CRC Agreement (220650)

Darlene: I used a magnifying glass and was able to read the document. The document is fine.

**From:** Darlene Betancourt [mailto:darlene.betancourt@co.hidalgo.tx.us]  
**Sent:** Tuesday, August 28, 2012 1:25 PM  
**To:** scrain@atlashall.com  
**Subject:** FW: CRC Agreement (220650)

Good Afternoon Mr. Crain

As a result of Ms. Marty absence, I have attached you will find an agreement for the Sheriffs Office for your review and comments.

Should you have any questions, do not hesitate to contact me. Thank you

Respectfully,  
Darlene H. Betancourt, CPPB  
Hidalgo County Purchasing Department  
2812 S. Business Highway 281  
Edinburg, TX. 78539  
Phone (956) 292-7000 x-4852 Fax: (956) 292-7612

**From:** Tanya.Delira [mailto:tanya.delira@co.hidalgo.tx.us]  
**Sent:** Tuesday, August 28, 2012 11:54 AM  
**To:** [darlene.betancourt@co.hidalgo.tx.us](mailto:darlene.betancourt@co.hidalgo.tx.us)  
**Cc:** 'Myra Montoya'  
**Subject:** CRC Agreement (220650)

Ms. Darlene may you please forward this agreement to legal for their review.

**Thank You,**

***Tanya De Lira***

Hidalgo County Purchasing Department  
2812 S. Business Hwy 281  
Edinburg, Texas 78539  
P 956-318-2626 x 4878  
F 956-292-7612

# Requisition

## SHERIFF'S LAW ENFORMENT FACILITY

Req # 00220650

PO #

Date: 08/06/12

Bill To: x  
x

Vendor: 264563  
REYNA ENTERPRISES, INC DBA CRC  
131 EAST PECAN  
MCALLEN TX 78501

Ship To: SHERIFF'S LAW ENFORMENT FACILITY  
711 EL CIBOLO RD.  
EDINBURG TX 78539

Contact: MIKE GARZA  
956-393-6024

Contract No:

Special Instructions:

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		RENEWAL OF SYMANTEC BACKUP EXEC AND OPTIONS DO NOT DUPLICATE ORDER		
1.00	EACH	ITEM#LQCXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012- ESSENTIAL SUPPORT RENEWAL (1 YEAR)- 1 SERVER- GOV	245.00	245.00
1.00	EACH	SYMANTEC BUYING PROGRAMS GOVERNMENT- LEVEL S (1+)- WIN ITEM#MFYTWZZ0-ER1GS, SYMANTEC DESKTOP AND LAPTOP OPTION (V.7.0)- ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) - 1-10 USERS-GOV-SYMANTEC BUYING PROGRAMS: GOVERNMENT- LEVEL S(1+) - WIN	125.00	125.00
5.00	EACH	ITEM#MLJXWZZ0-ER1GS, SYMANTEC BACKUP EXEC 2012 AGENT FOR WINDOWS ESSENTIAL SUPPORT (RENEWAL) (1 YEAR) -1 SERVER-GOV SYMANTEC BUYING PROGRAMS: GOVERNMENT-LEVEL S (1+)-WIN	145.00	725.00
		<u>Account No</u>	<u>Encumbrance</u>	
		2-1100-421-00-280-001-0-336	1,095.00	
			Freight	0.00
			Total	1,095.00
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		

Authorized By: \_\_\_\_\_

Req 220050

# C R C

COMPUTER REPAIR CENTER

August 2, 2012

Hidalgo County Sheriff's Department  
711 El Cibolo Road  
Edinburg, TX 78541

business partner



AT: Mike Garza

SUBJECT: Quote Renewal Symantec Backup Exec and options.

Qty	Product Number	Description	Unit Price	Ext Price
1	LQXWZZ0-ER1GS	Symantec Backup Exec 2012 - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 245.00	\$ 245.00
1	MFYTWZZ0-ER1GS	Symantec Desktop and Laptop Option - ( v 7 0 ) - Essential Support (renewal) ( 1 year ) - 1-10 users - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 125.00	\$ 125.00
5	MLJXWZZ0-ER1GS	Symantec Backup Exec 2012 Agent for Windows - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs Government - level S ( 1+ ) - Win	\$ 145.00	\$ 725.00
			<b>Total</b>	<b>\$ 1,095.00</b>
			<b>Tax</b>	<b>Exempt</b>
			<b>Total</b>	<b>\$ 1,095.00</b>

Respectfully,

Daniel Reyna

dreyne@crc-computers.com



NIGP Search	Keyword Search				
<a href="#">Keyword Search</a>	<b>Customer Info</b>		<b>Search Depth Criteria</b>		
<a href="#">Code Search</a>	Customer Name: Hidalgo, County of - TX		<input checked="" type="radio"/> Normal (7-Digit Level)		
<b>Drill Down Search</b>	Contract ID: All contracts		<input type="radio"/> Thorough (11-Digit Level)		
<a href="#">Category</a>			<input checked="" type="radio"/> Search ALL keywords		
<a href="#">Class</a>			<input type="radio"/> Search ANY keywords		
<a href="#">Customer Contracts</a>					
<b>Admin Maintenance</b>					
<a href="#">View Your Agency's Information</a>	Keyword(s): agreement				
<a href="#">Maintain Your Agency's Users</a>			<input type="button" value="Perform Search"/>		
<b>Downloads</b>	<b>Legend</b>				
<a href="#">Download the NIGP Code</a>	<b>Code Level</b>	<b>Class</b>	<b>Class-Item</b>	<b>Group</b>	<b>Detail</b>
	<b>Example</b>	XXX	XXX-XX	XXX-XX-XX	XXX-XX-XX-XXX-X
<b>Navigation</b>	<b>Code</b>	<b>Description</b>			<b>UOM</b>
<a href="#">Home</a>	920	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES			N/A
<a href="#">Help</a>	<u>920-45</u>	Software Maintenance/Support			N/A
<a href="#">Log Out</a>	<u>920-45-04</u>	MAINTENANCE AND SUPPORT, AUDIO/VIDEO CONFERENCING SYSTEMS SOFTWARE			N/A
	<u>920-45-06</u>	MAINTENANCE AND SUPPORT OF CRASH RECORD INFORMATION SYSTEMS SOFTWARE			N/A
	<u>920-45-07</u>	MAINTENANCE AND TECHNICAL SUPPORT, CUSTOMER SERVICE CENTER SOFTWARE			N/A
	<u>920-45-08</u>	MAINTENANCE AND SUPPORT, BAR CODE SCANNING SYSTEM SOFTWARE			N/A
	<u>920-45-10</u>	MAINTENANCE AND SUPPORT, GLOBAL INFORMATION SYSTEM RECEIVERS			N/A
	<u>920-45-11</u>	MAINTENANCE OF FILE MANAGEMENT SYSTEM			N/A
	<u>920-45-12</u>	MAINTENANCE AND SUPPORT, INTEGRATED FACILITIES ACCESS SYSTEM			N/A
	<u>920-45-14</u>	MAINTENANCE AND SUPPORT, MOBILITY CONTROLLER			N/A
	<u>920-45-15</u>	MAINTENANCE AND SUPPORT, PHOTOGRAMMETRY SOFTWARE			N/A
	<u>920-45-16</u>	MAINTENANCE, NETWORKING SOFTWARE			N/A
	<u>920-45-17</u>	MAINTENANCE AND SUPPORT, LOAD FRAME SOFTWARE			N/A
	<u>920-45-18</u>	MAINTENANCE AND TECHNICAL SUPPORT SERVICES, HOTO CATALOGING SOFTWARE			N/A
	<u>920-45-19</u>	MAINTENANCE AND TECHNICAL SUPPORT, VIDEO EDITING SYSTEMS			N/A
	<u>920-45-20</u>	MAINTENANCE AND LICENSE AGREEMENT SERVICES,			N/A



<b>NIGP Search</b>
Keyword Search
Code Search
<b>Drill Down Search</b> Category Class
Customer Contracts
Admin Maintenance
View Your Agency's Information
Maintain Your Agency's Users
Downloads
Download the NIGP Code
<b>Navigation</b>
Home
Help
Log Out

**Keyword Search**

<b>Customer Info</b>	<b>Search Depth Criteria</b>
Customer Name: Hidalgo, County of - TX	<input checked="" type="radio"/> Normal (7-Digit Level)
Contract ID: All contracts	<input type="radio"/> Thorough (11-Digit Level)

Keyword(s): SOFTWARE SUBSCRIPTION

Legend				
Code Level	Class	Class-Item	Group	Detail
Example	XXX	XXX-XX	XXX-XX-XX	XXX-XX-XX-XXX-X

Code	Description
208	COMPUTER SOFTWARE FOR MICROCOMPUTERS (PREPROGRAMMED)
<u>208-67</u>	PROGRAMMING: BASIC, ASSEMBLER, COMPUTER ASSISTED SOFTWARE ENGINEERING TOOLS (CASE), LIBRARIES, ETC.
<u>208-67-75</u>	SOFTWARE, MICROCOMPUTER, SUBSCRIPTIONS
715	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBOOKS (PREPARED MATERIALS ONLY)
<u>715-10</u>	BOOKS, CURRICULUM GUIDES, DIRECTORIES, MAGAZINES, PAMPHLETS, PERIODICALS, PUBLICATIONS, REPRINTS, ETC.
<u>715-10-22</u>	BOOKS, COMMODITY CODE AND PURCHASING SOFTWARE (PRE-PRINTED)
920	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES
<u>920-02</u>	ACCESS SERVICES, DATA
<u>920-02-44</u>	GLOBAL POSITIONING SYSTEM (GPS) SUBSCRIPTION SERVICE
<u>920-46</u>	SOFTWARE UPDATING SERVICES
<u>920-46-80</u>	SUBSCRIPTION SERVICE, MICROCOMPUTER SOFTWARE
<u>920-46-90</u>	UPGRADING SERVICES, SOFTWARE
<b>12 total returned. Return to the TOP</b>	

\$20,433.44 ✓  
10/10/12

Req 220050

# C R C

COMPUTER REPAIR CENTER

August 2, 2012

Hidalgo County Sheriff's Department  
711 El Cibolo Road  
Edinburg, TX 78541

business partner



AT: Mike Garza

SUBJECT: Quote Renewal Symantec Backup Exec and options.

Qty	Product Number	Description	Unit Price	Ext Price
1	LQCXWZZ0-ER1GS	Symantec Backup Exec 2012 - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs . Government - level S ( 1+ ) - Win	\$ 245.00	\$ 245.00
1	MFYTWZZ0-ER1GS	Symantec Desktop and Laptop Option - ( v. 7.0 ) - Essential Support (renewal) ( 1 year ) - 1-10 users - GOV - Symantec Buying Programs : Government - level S ( 1+ ) - Win	\$ 125.00	\$ 125.00
5	MLJXWZZ0-ER1GS	Symantec Backup Exec 2012 Agent for Windows - Essential Support (renewal) ( 1 year ) - 1 server - GOV - Symantec Buying Programs : Government - level S ( 1+ ) - Win	\$ 145.00	\$ 725.00
			<b>Total</b>	<b>\$ 1,095.00</b>
			<b>Tax</b>	<b>Exempt</b>
			<b>Total</b>	<b>\$ 1,095.00</b>

Respectfully,

Daniel Reyna  
dreyna@crc-computers.com

S-33-0808



## GOVERNMENT

Page: 2 of 4

Sales Order #: 17925226

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](mailto:clientservices@monitoredsecurity.com)  
For Managed Security Services related questions, please contact the Client Services Team.

**Symantec.cloud management console URL:** <https://hostedendpoint.spn.com/>

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.



## GOVERNMENT

Sales Order #: 17925226

### 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, non-transferable 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](http://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 model) 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 antispam definitions for antispam 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.

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.



## SUPPORT

Page: 4 of 4

Sales Order #: 17925226

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. Essential Support.

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](http://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.

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.