

**FULLCARE SUPPORT ATTACHMENT
TO SGI CUSTOMER SUPPORT AGREEMENT**

This FullCare Support Attachment (the "FullCare Attachment") to the SGI Customer Support Agreement (the "Agreement") is effective on the first day of Support, which date is incorporated on the Quotation identified above. The Quotation is made part of the Agreement dated _____. In the event of any inconsistency between this FullCare Attachment and the Agreement, the terms and conditions of this FullCare Attachment shall prevail, notwithstanding anything to the contrary in the Agreement. All terms and conditions of the Agreement not specifically modified by this FullCare Attachment remain unchanged and shall control. Words or phrases used as defined terms in this FullCare Attachment shall have the meaning set forth in the Agreement.

A. FullCare Support is defined as follows:

1. Telephone Support. Access to SGI's toll-free support number during the PPM. SGI will work with you to remotely diagnose and identify Products not performing in accordance with SGI's written specifications, and will provide to you limited technical assistance regarding your use of Products and related documentation.
2. On-site Equipment Support. SGI will repair or replace defective Equipment in order that the Equipment may perform in accordance with SGI's published Equipment specifications current on the date such Equipment was first installed. If a problem requires that an SGI SSE perform Support at your site, SGI will dispatch a SSE to arrive at your site within four (4) PPM hours of the next business day after problem determination by SGI's CSC.
3. Licensed Software Support. SGI will process your Licensed Software and documentation bug reports and enhancement requests (at SGI's discretion) and provide you with status on your reports/requests at your request.
4. General. SGI will install all non-Customer installable Products.

B. Service Limitations apply as follows:

1. Travel Zones. If your site is located more than one hundred and twenty-five (125) miles or two hundred (200) kilometers from an SGI service office, the Support provided under this FullCare Attachment may be subject to additional charges, longer response times, and/or reduced coverage hours.

SILICON GRAPHICS INTERNATIONAL CORP.

CUSTOMER

By: _____

By: _____

NAME (PRINT OR TYPE)

NAME (PRINT OR TYPE)

TITLE

TITLE

DATE

DATE