

**FULLEXPRESS SUPPORT ATTACHMENT
TO SGI CUSTOMER SUPPORT AGREEMENT**

This FullExpress Support Attachment (the "FullExpress Attachment") to the SGI Customer Support Agreement ("Agreement") is effective on 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 FullExpress Attachment and the Agreement, the terms and conditions of this FullExpress Attachment shall prevail with respect to the Products identified on the Quotation for coverage under this FullExpress Attachment, notwithstanding anything to the contrary in the Agreement. All terms and conditions of the Agreement not specifically modified by this FullExpress Attachment remain unchanged and shall control. Words or phrases used as defined terms in this Attachment shall have the meaning set forth in the Agreement.

A. FullExpress 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 that such Equipment was first installed. If a problem requires that an SGI SSE perform Support at your site, SGI will dispatch an SSE to arrive at your site within four (4) PPM hours after problem determination by SGI's CSC.
3. Licensed Software Support. SGI will process your Licensed Software or documentation bug reports and enhancement requests (at SGI's discretion) and provide you with a 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 fifty (50) miles or eighty (80) kilometers of an SGI same-day service location, the Support provided under this FullExpress 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