

**HARDWARE CARE SUPPORT ATTACHMENT
TO SGI CUSTOMER SUPPORT AGREEMENT**

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

A. Hardware Care 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 Equipment not performing in accordance with SGI's written specifications, and will provide to you limited technical assistance and related documentation.
- 2. On-site hardware 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 go to your site, SGI will dispatch an SSE to arrive at your site during the PPM hours of the next business day after problem determination by SGI's CSC.

B. Service Limitations are 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 Hardware Care Attachment may be subject to additional charges, longer response times, and reduced coverage hours.

SILICON GRAPHICS INTERNATIONAL CORP. CUSTOMER

By: _____

By: _____

NAME (PRINT OR TYPE)

NAME (PRINT OR TYPE)

TITLE

TITLE

DATE

DATE