

**SELCARE PLUS SUPPORT ATTACHMENT
TO SGI CUSTOMER SUPPORT AGREEMENT**

This SelfCare Plus Support Attachment (the "SelfCare Plus Attachment") to the SGI Customer Support Agreement is effective on the applicable date of the Quote specified above and is part of the Agreement dated _____. In the event of any inconsistency between this SelfCare Plus Attachment and the Agreement, the terms and conditions of this SelfCare Plus Attachment shall prevail with respect to the Products identified on the Quote 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 SelfCare Plus Attachment remain unchanged and shall control. Words or phrases used as defined terms in this SelfCare Plus Attachment shall have the meaning set forth in the Agreement. SelfCare Plus Support includes the Support described in the Agreement and in this SelfCare Plus Attachment, subject to the following terms and conditions:

- A. Prerequisites.** In order to qualify for SelfCare Plus Support, you agree to meet the following prerequisites
 - 1. Training Requirements. If, in SGI's reasonable determination, any person designated by you to contact SGI for purposes of this Agreement does not have technical expertise sufficient to allow you to meet the requirements of this Agreement, you will require such person to attend and complete any SGI training courses specified by SGI, at your expense. Such training requirement will be specific to the Products supported under this SelfCare Plus Attachment.
- B. Standard Services.** SelfCare Plus Support includes the following services:
 - 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. Advanced Parts Exchange: SGI will provide replacement exchange Parts to you, and will ship such Parts for your receipt within one (1) business day after fault isolation, on a commercially reasonable efforts basis. Such Parts will be new Parts or Parts performing like new Parts.
 - a. In order to qualify for Advanced Replacement, you agree and acknowledge that (a) you will promptly pack the defective part for shipment in the replacement packaging in which the part was shipped to you and return it to the address on the packaging, postage prepaid, and (b) if you do not return the defective part within ten (10) days after you received a replacement part, SGI will contact you and request a purchase order for the then-current list price of such part, and (c) if failed part or purchase order are not received by SGI within 30 days, service for all systems under this agreement will be suspended until failed part is returned to SGI or the purchase order is sent to SGI.
 - b. Defective Parts that you return to SGI become SGI's property; Parts that SGI provides to you in exchange for such defective Parts become your property. SGI will accept a maximum of two (2) requests for Parts from you to repair a specific problem. If the Part provided in the second instance does not resolve such problem, SGI will make a recommendation regarding problem resolution that may involve SGI visiting your site. You will not be liable for charges for replacement Parts required to resolve a problem during such an on-site visit (excluding any damage that you may have caused to Product). However, you will be liable for SGI's time, travel and per diem charges.
 - 3. Licensed Software Support, including:
 - Processing your Licensed Software/documentation bug reports and, at SGI's discretion, data integrity and system security bug fixes, and general/security Updates.

SILICON GRAPHICS INTERNATIONAL CORP.

CUSTOMER

By: _____

By: _____

NAME (PRINT OR TYPE)

NAME (PRINT OR TYPE)

TITLE

TITLE

DATE

DATE