

**SOFTWARECARE SUPPORT  
ATTACHMENT TO SGI CUSTOMER SUPPORT AGREEMENT**

This SoftwareCare Support Attachment (the "SoftwareCare 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 specified above is part of the Agreement dated \_\_\_\_\_. In the event of any inconsistency between this SoftwareCare Attachment and the Agreement, the terms and conditions of this SoftwareCare Attachment shall prevail with respect to the Products identified on the Quotation for coverage under this SoftwareCare Attachment, notwithstanding anything to the contrary in the Agreement. All terms and conditions of the Agreement not specifically modified by this SoftwareCare Attachment remain unchanged. Words or phrases used as defined terms in this SoftwareCare Attachment shall have the meaning set forth in the Agreement.

**A. Standard Services include the following:**

1. Telephone Support: access to SGI's toll-free support number during the PPM. SGI will work with you to remotely diagnose and identify Licensed Software not performing in accordance with SGI's written specifications, and will provide to you limited technical assistance regarding your use of Licensed Software and related documentation.
2. Licensed Software Support. SGI will process your Licensed Software bug reports, documentation bug reports and enhancement requests (at SGI's discretion) and provide you with status on your reports and requests at your request.

**B. Service Limitations include the following:**

1. Non-SGI Products. Except by separate, express written agreement, SGI will not provide support for hardware or software not supplied by SGI, and SGI will not be liable or responsible for the performance or non-performance of such hardware or software, the support services provided by the suppliers thereof, or incompatibility between SGI Products and such hardware and software.

**C. As Customer, your Obligations include:**

1. Limit your use of Licensed Software Support to circumstances when the Licensed Software fails to function as specified in the applicable SGI User's Guide or other SGI documentation or when you believe that the SGI documentation is unclear as to the proper use or configuration of the Licensed Software, and maintain the Equipment at an acceptable revision level (SGI will provide information to you regarding Equipment changes when applicable).
2. Promptly notify SGI of any failures or bugs in the Licensed Software, and provide SGI with reasonable assistance in performing its obligations hereunder, including cooperating with SGI's Support personnel in performing reasonable Equipment and Licensed Software testing.

**SILICON GRAPHICS INTERNATIONAL CORP. CUSTOMER**

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

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

NAME (PRINT OR TYPE)

NAME (PRINT OR TYPE)

TITLE

TITLE

DATE

DATE