



Basic Support Certificate

Contract #: 615134383



Issue Date: 18-JUL-14
Symantec Agreement (SAN) #: 27DHMXGOV
Customer Reference:
Disti / Cust PO: 3505779183
Certificate #: 14316884

Issued To: MINISTERSTWO EDUKACJI NARODOWEJ AL. SZUCHA 25 WARSZAWA POLAND Customer Number: 2272651R	Contract Owner: MINISTERSTWO EDUKACJI NARODOWEJ AL. SZUCHA 25 WARSZAWA POLAND Customer Number: 2272651R
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If your purchase requires a license key and it is not printed or referenced on this certificate, you must register the related Serial Number on the Symantec Licensing Portal to receive your key. Go to <https://my.symantec.com> to register your software and obtain license keys.

IMPORTANT: Symantec.cloud customers:
If you purchased a Symantec hosted service, please go to <http://activate.symanteccloud.com> for activation unless specific provisioning instructions for your product have been provided elsewhere.

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Orig Ref	IB Ref		
							Start Date	End Date
M2872004804	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 36 MONTHS GOV BAND A	320	0E7IOZZ0-BR3GA	1681-4085-1513	16382286	40143665	23-JUL-14	22-JUL-17
M6570604855	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 36 MONTHS GOV BAND A	25	0E7IOZZ0-BR3GA	1681-4085-1513	31733979	40143682	23-JUL-14	22-JUL-17
M9172204365	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 36 MONTHS GOV BAND A	55	0E7IOZZ0-BR3GA	1681-4085-1513	38047671	40143689	03-AUG-14	02-AUG-17

Product is subject to the U.S. Export Administration Regulations (EAR) and diversion contrary to U.S. law is prohibited. You agree to comply with all relevant laws, including the U.S. EAR and the laws of any country from which Product is re-exported. All Symantec Product is currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country or its nationals subject to relevant embargo or sanction or to any entity or person for which an export license is required per any relevant restricted party list, without first obtaining a license. Furthermore, You will not use or allow use of Product in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.



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NOTE: In order to activate your hosted services, technical provisioning information must be provided. Please go to URL <https://hostedendpoint.spn.com/Provisioning/provision.aspx?id=> and provide provisioning details.

For ease of managing your support renewal, please retain this certificate which holds valuable reference information for your renewal transaction inclusive of your Symantec Agreement Number (SAN).

Symantec.cloud endpoint management console URL: <https://hostedendpoint.spn.com/>

Login to manage and support your Endpoint Protection service(s) such as Backup Exec or Endpoint Security products

Symantec.cloud Technical Support <http://www.symanteccloud.com/support>

Contact technical support for Symantec.cloud offerings

Symantec Email & Web management console URL: <https://clients.messagelabs.com>.

Login to manage and support your cloud-based Email, Web and IM security services products.

Licensing Portal Help Tutorials: <https://licensing.symantec.com/acctmgmt/home/Jump.jsp>

These two-minute videos explain how to get license keys for new purchases and version upgrades.

Global Enterprise Customer Care URL: <http://go.symantec.com/callcustomer care>

Contact Customer Care for non-technical licensing-related questions.

Technical Support URL: <http://www.symantec.com/enterprise/support/index.jsp>

Contact Technical Support for technical product-related questions

Software Download URL: <https://fileconnect.symantec.com>

You will need a Serial Number related to your product for access.

Symantec URL: <http://www.symantec.com>

Learn more about Symantec products and services.

Symantec Licensing Program URL: <http://www.symantec.com/business/products/licensing/index.jsp>

Learn more about the benefits of the Buying Program you are participating in.



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TC TrustCenter Support Resources URL: <https://knowledge.verisign.com/support/mpki-support/index?page=content&&id=AR1597>
Additional TC TrustCenter Support Resources and Tools

Symantec Education Voucher Redemption URL: <http://www.symantec.com/business/training/evoucher/>

To access your Education purchase click on the Education Voucher Redemption URL link above, and using the serial number on the face of this certificate, complete the Voucher registration process, then follow the instructions to begin your training.

Clients purchasing new Managed Security Services will receive an email directly to introduce them to the service.

More information may be found here: <http://www.symantec.com/managed-security-services>

Symantec User Authentication Technical Support URL: <https://www.symantec.com/contactsupport>

Symantec User Authentication Products



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Symantec Enterprise Technical Support

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1) Access to technical support provided by telephone on a 24x7 basis; 2) Continuous Efforts Problem Resolution Engineering (available upon request for Severity 1 Cases only); 3) Access to the Symantec technical support website; 4) Delivery of bug fixes and patches; 5) Essential Support includes Content Updates, if applicable, and Upgrade Assurance; 6) Licensee may designate up to six (6) individuals per title of Software for Essential Support to act as liaisons with Symantec Technical Services staff ("Designated Contacts").

2. Basic Maintenance.

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- **Additional Designated Contacts:** Licensee may add additional Designated Contact(s) for either Essential Support or Basic Maintenance by paying the applicable fee in effect at the time Licensee seeks to add the additional Designated Contact(s). If Licensee has purchased the right to designate additional Designated Contacts, the number set forth on the face of this Certificate reflects the number of additional designated Licensee Designated Contacts who may receive technical support on Licensee's behalf with the same rights and for the same term as the primary contacts for either Essential Support or Basic Maintenance.

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- **Support Services Warranty.** Symantec warrants, for a period of thirty (30) days from the date of performance of support services under this Certificate, that such support services will be performed in a manner consistent with generally accepted industry standards. For support services not performed as warranted in this provision, and provided Licensee has reported such non-conformance to Symantec within thirty (30) days of performance of such non-conforming support services, Symantec will, at its discretion, either correct any nonconforming support services or refund the relevant fees paid for the nonconforming support services. THIS IS LICENSEE'S EXCLUSIVE REMEDY AND SYMANTEC'S SOLE LIABILITY ARISING IN CONNECTION WITH THE SUPPORT SERVICES WARRANTY DESCRIBED IN THIS SECTION.

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