

**REWARDS****Sales Order #:** 14458965**Issue Date:** 22-DEC-10**Symantec Agreement (SAN) #:** 6129HWREW**Customer Reference:**

Disti / Cust PO: M90213

Resell: M90213

**Certificate #:** 10486315**Issued To:**OOO NEW CITY INFRASTRUCTURE  
SVIYAZEVA 35

PERM

RUSSIAN FEDERATION

**Customer Number:** 59563559**Contract Owner:**OOO NEW CITY INFRASTRUCTURE  
SVIYAZEVA 35

PERM

RUSSIAN FEDERATION

**Customer Number:** 59563559**IMPORTANT:**

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://licensing.symantec.com> to register your software and obtain license keys

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
	SYMC ENDPOINT PROTECTION 11.0 BNDL STD LIC REWARDS BAND A BASIC 12MO	665	12706445	9000-7014-1660-1453		
M3700235100	SYMC ENDPOINT PROTECTION 11.0 I/O BASIC 12 MONTHS	665	12706558	7682-9713-5964	22-DEC-10	21-DEC-11

**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).**

**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>



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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.

**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.

**Managed Security Services Client Services Team:** [clientservices@monitoredsecurity.com](mailto:clientservices@monitoredsecurity.com)

For Managed Security Services related questions, please contact the Client Services Team.



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This license certificate ("Certificate") is issued pursuant to the license agreement, having the Symantec agreement number specified on the front of this Certificate ("Agreement"), between Symantec and the licensee referenced on the front of this Certificate ("Customer"). However, if no Symantec agreement number is specified on the front of this Certificate, the Agreement is the end user license agreement ("EULA" )provided in connection with the software. This Certificate confirms that Customer has licensed the number of copies or other quantity noted on the front of this Certificate under the terms of the Agreement."

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## SUPPORT

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### Symantec Enterprise Technical Support

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IF LICENSEE DOES NOT AGREE TO THESE TERMS, THEN SYMANTEC IS UNABLE TO PROVIDE SUPPORT FOR THE SOFTWARE TO LICENSEE. RECEIPT OF SUPPORT INDICATES LICENSEE'S AGREEMENT TO THESE TERMS.

Support Offerings: Commencing on the issue date set forth on the face of this Certificate, Symantec will provide to Licensee the support service(s) listed on the face of this Certificate, within the Symantec region in which the Software is licensed for use as indicated in the License Agreement. Support services are provided under the terms and conditions listed below, until the end date set forth on the face of the Certificate.

#### 1. Essential Support.

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.

1) Access to technical support provided by telephone from 8 a.m. to 6 p.m. during the normal business week of, and in accordance with statutory holidays of, the country where the Software is installed; 2) Access to the Symantec technical support website; 3) Delivery of bug fixes and patches; 4) Basic Maintenance includes Content Updates, if applicable, and Upgrade Assurance; 5) Licensee may designate up to two (2) individuals per title of Software for Basic Maintenance to act as Designated Contacts as defined above.

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