

# LOS RIOS COMMUNITY COLLEGE DISTRICT

PURCHASING: (916) 568-3071 ACCOUNTING: (916) 568-3065  
 FAX: (916) 568-3145

**PURCHASE ORDER NO 0001076385**

PLEASE SEE REVERSE SIDE FOR SPECIAL INSTRUCTIONS, TERMS AND CONDITIONS.

<b>Date</b> 06/03/2014	<b>Revision</b>	<b>Page</b> 1
<b>Payment Terms</b> NET 30	<b>Freight Terms</b> Shipping Point	<b>Ship Via</b> Best Metho
<b>Reference:</b> 1006016 LEWISJ POONV		<b>Location / Dept</b> 04CYPH129 IT

**Vendor:** 0000029132  
 REALVNC LIMITED  
 BETJEMAN HSE, 104 HILLS RD  
 CAMBRIDGE CB21LQ  
 United Kingdom

**Ship To:** FOLSOM LAKE COLLEGE  
 RECEIVING  
 10 COLLEGE PARKWAY  
 FOLSOM CA 95630  
 United States

**email:**

**Bill To:** 1919 Spanos Court  
 Sacramento CA 95825-3981  
 United States

Tax Exempt? N

Line-Sch	Item/Description	Quantity	UOM	PO Price	Extended Amt	Due Date
1- 1	SOFTWARE MAINTENANCE - 1000 UNIT LICENSE FOR VNC ENTERPRISE EDITION FOR WINDOWS 1 YEAR (R-CXA4A-SJH)	1.00	EA	774.00	774.00	06/17/2014

REFERENCE LICENSE ENDING CKA4A AND CUSTOMER REF ID 1005-8917-0068  
 NO TAX NO DELIVERABLES

EMAIL LICENSE KEYS TO lewisj@flc.losrios.edu UPON RECEIPT OF PO

EMAIL PO Matt Emblen <edb-sales+1405-4156-3465@realvnc.com>

Sub Total Amount	774.00
Sales Tax Amount	0.00
Total PO Amount	774.00

BU	Acct	Fd	Org	Prog	Sub	Proj	Amount	BYear
GENFD	5600	11	FL.VA.ITSV	67800	00000	101E	774.00	2014

0001006016KIRKLINK12-MAY-2014

Verification of this purchase order can be made using the Los Rios Community College District web site listed below.  
 If you have any questions, please contact the Purchasing Office at (916)568-3071.

<http://www.losrios.edu/purchasing/povalidation>

All shipments, invoices, and correspondence must be identified with our Purchase Order Number. Overshipments will not be accepted unless authorized by Buyer prior to shipment.

**Authorized Signature**

*M. Walden* 6/6/2014

Notice to vendor: You are responsible for delivering goods and delivery documents to the Receiving Department at the site. Failure to do so will delay payment processing. Vendor is responsible for obtaining verification of delivery by authorized Receiving Room personnel. Receipt of goods by other parties and failure to obtain authorized signatures may also delay payment. NOTE: PAYMENT TERMS NET 30  
 MATERIAL SAFETY DATA SHEETS (MSDS) must be provided with the delivery of product as required by law.

## LOS RIOS COMMUNITY COLLEGE DISTRICT

American River College • Cosumnes River College • Folsom Lake College • Sacramento City College

### PURCHASE ORDER TERMS AND CONDITIONS

1. **APPLICABLE LAW:** The contract resulting from this order shall be governed by the laws of the State of California
2. **COMPLETION OF ORDERS:** LRCCD reserves the right to withhold payment until order is completed.
3. **DISCOUNTS:** Please show cash payment discount offered on your invoice in connection with any discount offered, time will be computed from date of delivery of the supplies or equipment, or from date correct invoices are received in the office specified by LRCCD if the latter date is later than the date of delivery. Payment is deemed to be made for the purpose of earning discount, on the date payment is mailed or on behalf of LRCCD.
4. **INVOICES:** Invoices shall be prepared and submitted in duplicate unless otherwise specified. Invoices shall contain Purchase order number, date, description of items, sizes and quantities, unit prices, extended totals, place and date of delivery. Invoices or vouchers not on printed bill heads shall be signed by the CONTRACTOR or person furnishing the supplies or services. Every invoice shall be properly itemized. If LRCCD has not received billing for product or services within a one year period LRCCD will not be held responsible for satisfying the debt.
5. **CHANGES:** No change or modification in terms, quantities, or specifications may be made without express authorization in writing from the LRCCD Purchasing Office and signed by the parties hereto, and no oral understanding or agreement not incorporated herein shall be binding on any of the parties hereto. If unit cost of any item exceeds the amount shown by 10% or \$250.00 whichever is less do not ship. Contact LRCCD Purchasing at the phone number provided.
6. **BILL OF LADING:** If Bill of Lading is applicable to this order, send originals to "Ship to" address and duplicate Bill of Lading with invoices to "Bill to" address. All correspondence, invoices, bills of lading, shipping memos, packages, etc., must show purchase order number. If factory shipment, advise factory to comply.
7. **TRANSPORTATION CHARGES:** Invoices for prepaid transportation charges must be supported by original receipted expense bills.
8. **FOB POINT AND FREIGHT CHARGES:** Unless otherwise specified on this order, all items shall be delivered FOB Destination. No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, or for any other purpose will be paid by LRCCD unless expressly included and itemized in the order. Unless otherwise shown, on "FOB Shipping Point" transactions, CONTRACTOR shall arrange for lowest cost transportation, prepay and add freight to invoice and furnish supporting freight bills if the amount exceeds \$50.00. On "FOB Shipping Point" transactions, should any shipments under this purchase order be received by LRCCD in a damaged condition and any related freight loss and damage claims filed against the carrier or carriers be wholly or partially declined with the inference that damage was the result of the act of the shipper such as inadequate packaging or loading or some inherent defect in the equipment and/or material, CONTRACTOR on request of LRCCD shall at CONTRACTOR's own expense assist LRCCD in establishing carrier liability by supplying evidence that the equipment and/or materials was properly constructed, manufactured, packaged, and secured to withstand normal transportation conditions. Shipments that are California intrastate in nature and where freight is to be borne by LRCCD shall be tendered to carriers with written instructions that rate and charges may not exceed the lowest lawful rates on file with the California Public Utilities Commission.
9. **PATENT INDEMNITY:** The CONTRACTOR shall hold LRCCD, its officers, agents and employees harmless from alleged liability of any nature or kind, including costs and attorney fees and expenses, for infringement or use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
10. **TAXES:** Certain articles sold to LRCCD are exempt from certain Federal excise taxes. LRCCD will reimburse the CONTRACTOR for, or pay directly, all California State and local sales and use taxes applicable to this purchase.
11. **EQUAL OPPORTUNITY EMPLOYER:** The acceptance of this purchase order by a supplier of goods and services is a certification that such supplier complies with all provisions of executive order 11246 and is an equal opportunity employer.
12. **GENERAL SAFETY ORDERS:** All materials, supplies and services sold to LRCCD shall conform to the general safety orders of the State of California. All materials, except as otherwise specified, must be new and of the best quality of their respective kinds.
13. **INDEMNIFICATION:** CONTRACTOR shall indemnify, defend and hold harmless LRCCD, its trustees, officers, agents, employees and volunteers, from any and all claims, demands, suits, causes of action, damages, penalties, breaches of this agreement, infringement of patent rights, costs, expenses, violations of employee occupational health and safety laws, attorney fees, losses or liability, property damage, personal injuries to or death of persons, arising out of, alleged to have arisen out of, or relating in any way to CONTRACTOR's work to be performed under this agreement, except if caused solely by the negligence of LRCCD.
14. **TERMINATION:** LRCCD may terminate this agreement and be relieved of the payment of any consideration to CONTRACTOR should CONTRACTOR fail to perform the covenants herein contained at the time and in the manner herein provided. In the event of such termination LRCCD may proceed with the work in any manner deemed proper by LRCCD. The cost to LRCCD shall be deducted from any sum due the CONTRACTOR under this agreement and the balance if any, shall be paid the CONTRACTOR upon demand.
15. **ASSIGNMENT:** Without the written consent of LRCCD, this agreement is not assignable by CONTRACTOR either in whole or in part.
16. **PUBLIC WORKS PROJECTS:** CONTRACTOR must comply with Public Contract Code.
17. **CA LABOR CODE:** Pursuant to Section 1700, and following, the CONTRACTOR shall pay not less than the prevailing rate of per diem wages as determined by the Director of the California Department of Industrial Relations. Copies of such prevailing rate of per diem wages are on file at the Business Office of the Los Rios Community College District, 1919 Spanos Court, Sacramento, CA 95825. Those copies shall be made available to any interested party upon request. The CONTRACTOR shall forfeit, as penalty to the LRCCD, Fifty Dollars (\$50.00) for each calendar day or portion thereof, for each workman paid less than the stipulated prevailing rates for any work done under the contract by him/her or by any subcontractor under him, in violation of the provisions of such Labor Code.
18. **NOTICE:** Your employees may be exposed to hazardous substances during the course of their work while on LRCCD property. For additional information on the hazardous substances that your employees may be exposed to contact the LRCCD General Services Department at (916) 568-3048.
19. **INSURANCE:** CONTRACTOR shall, at all times, maintain in full force and effect the following insurance: Workers' Compensation, Commercial General Liability, Auto Liability, and Professional Liability if licensed professional. Policy limits for each shall be at least \$1,000,000 AND \$3,000,000 AGGREGATE for bodily injury, personal injury and property damage. Any combination of General Liability and Excess Coverage can be combined to meet the Aggregate. LRCCD shall be named as an additional insured on CONTRACTOR's policies. The CONTRACTOR shall provide a certificate of insurance and required endorsements to comply with this section at least 15 days prior to commencement of work under this contract. The certificate shall state that LRCCD will be given 30 days notice of any material change or cancellation in coverage.
20. **DISQUALIFIED EMPLOYEES:** CONTRACTOR shall ensure that persons who perform services on LRCCD property have not been convicted of any felony, or any controlled substance offense or any sex offense as those terms are defined by Education Code section 87008-87010. If LRCCD determines that any person employed by CONTRACTOR to work on LRCCD property is incompetent, unfaithful, intemperate, disorderly, abusive or is otherwise unsatisfactory, CONTRACTOR shall cause that employee to be removed from working on LRCCD property immediately, and that person shall not be employed again on LRCCD property.
21. **WORK AUTHORIZATION:** Prior to LRCCD's acceptance of this Agreement, CONTRACTORS who are not U.S. citizens must provide verification of (a) work authorization status from the appropriate U.S. Department of State; (b) a copy of their U.S. visa; (c) the number of days present in the U.S.; and (d) tax treaty status. LRCCD shall not make any payments to CONTRACTOR unless CONTRACTOR holds the appropriate U.S. visa. CONTRACTOR is responsible for ensuring they are in possession of the appropriate visa.
22. **WARRANTY:** CONTRACTOR expressly warrants that all materials, goods, equipment, services, and/or labor shall conform to the requirements set forth or incorporated into this order and any applicable industry standards or requirements, shall be merchantable and free from defects in workmanship, materials and/or design (including latent defects), and shall perform as specified. CONTRACTOR further warrants that all materials, goods, equipment, services, and/or labor will be fit and sufficient for the particular purposes intended by LRCCD. Unless agreed upon otherwise between LRCCD and CONTRACTOR, the warranty period shall be the longer of: (a) any express warranty included in this service agreement; (b) one year after the materials, goods, equipment, services, and/or labor are accepted by LRCCD; or (c) any warranty period provided under any applicable California law.

# Requisition

PO # 0001010000

BSO COPY

**Vendor:** REALVNC LIMITED  
 BETJEMAN HSE, 104 HILLS RD  
 CAMBRIDGE CB21LQ  
 United Kingdom

Business Unit: <b>GENFD OPEN</b>	
Req ID: 0001006016	Date: 05/09/2014
Page: 1	
Requester: Jeff Lewis	
Requester Signature:	
Buyer: Vivian Poon	
Approved:	

**Ship To:** RECEIVING  
 10 COLLEGE PARKWAY  
 FOLSOM CA 95630

Line-Schd	Description	Quantity	UOM	Price	Extended Amt	Due Date
1-1	SOFTWARE MAINTENANCE - 1000 UNIT LICENSE FOR VNC ENTERPRISE EDITION FOR WINDOWS 1 YEAR (R-CXA4A-SJH)	1	EA	774.00	774.00	05/30/2014

**Total Requisition Amount:** 774.00

REFERENCE LICENSE ENDING CKA4A AND CUSTOMER REF ID 1005-8917-0068.  
 NO TAX NO DELIVERABLES.  
 TOTAL IS \$774.00.  
 PLEASE FAX PO TO +44 1223 310411.  
 Backup documentation forwarded via intercampus mail.

BU	Acct	Fd	Org	Prog	Sub	Proj	Amount
GENFD	5600	11	FL.VA.ITSV	67800	00000	101E	774.00

Approval Signature	Approval Signature	Approval Signature
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to DO 5/13/14

## Haney, Brenda

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**From:** Lewis, Jeff  
**Sent:** Monday, May 12, 2014 4:24 PM  
**To:** Kirklin, Kathleen  
**Cc:** Haney, Brenda  
**Subject:** FOR YOUR APPROVAL - REQ0001006016 - REALVNC LTD - MAINTENANCE  
**Attachments:** REQ0001006016 - REALVNC LTD - MAINTENANCE.pdf

### Jeff Lewis

College IT Systems Supervisor



10 College Parkway - Folsom, CA 95630 - Phone (916) 608-6633 - FAX (916) 608- 6991 - [jeff.lewis@flic.losrios.edu](mailto:jeff.lewis@flic.losrios.edu)

Need help? Submit a [Computer Support Request](#). Or call x6561.





**From:** Matt Emblen  
**To:** Lewis, Jeff; Lewis, Jeff  
**Subject:** Quote for RealVNC software  
**Date:** Monday, May 12, 2014 8:50:11 AM

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Thank you for your enquiry. I have included your discounts in section 2.

Included in this quote:

- 1) Quote
- 2) Extended maintenance offers
- 3) Additional details

1) QUOTE:-

We're pleased to quote USD774.00 for the one year maintenance renewal on a 1000 desktop licence for VNC Enterprise (licence key: CXA4A).

\*\*please see footnote in section 3

2) EXTENDED MAINTENANCE OFFERS (NOT AVAILABLE ONLINE):-

If you considered purchasing additional upgrade packages up front, I could offer you the following discounts:-

3 years for the price of 2 on 1000 licences - USD1548.00  
5 years for the price of 3 on 1000 licences - USD2322.00

3) ADDITIONAL DETAILS:-

- On receipt of a formal order, licence keys will be issued by email and an invoice will follow. Software is available to download from [www.realvnc.com](http://www.realvnc.com). No physical products are shipped.
- Part number 1 year - R-CXA4A-SJH
- Part number 3 years - R3-CXA4A-SJH
- Part number 5 years - R5-CXA4A-SJH
- Product description - VNC Enterprise
- Terms & Conditions and be found here:  
<http://www.realvnc.com/products/vnc/documentation/5.0/licensing-faq/VNCTandC.pdf>
- If this quotation is passed to a procurement/accounting/purchasing department or you intend to purchase through a reseller/distributor please ensure that my contact details are passed on with your order.

\*\*VNC Enterprise and VNC Personal Editions version 5.0 licence keys can now be used on any platform. Please be aware that customers with older installations of the Enterprise Edition for Mac and UNIX will need to upgrade to version 5.0 before applying their 5.0 key. Please consult your sales contact for more information.

Please let me know if you require any further information at this stage.

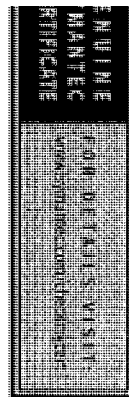
Kind regards,

Matt Emblen  
Software Sales Executive

Tel: +44 (0)1223 310438

# Symantec

Page: 1 of 4  
Sales Order #: 19068589



Issue Date: 23-JUN-14  
Symantec Agreement (SAN) #: 1NP7PNACD  
Customer Reference:  
Dist / Cust PO: 3502077214  
Resell: 1179  
Certificate #: 14245426

**Contract Owner:**  
FOLSOM LAKE COLLEGE  
1919 SPANOS COURT  
SACRAMENTO, CA 95825-3981  
UNITED STATES  
Customer Number: 55533634

**ed To:**  
FOLSOM LAKE COLLEGE  
SPANOS COURT  
RAMENTO, CA 95825-3981  
ED STATES  
omer Number: 55533634

*PDF 1076385  
2014 Renewal*

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.

Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
				Start Date	End Date
SYMC GHOST SOLUTION SUITE 2.5 WIN DEVICE RENEWAL ESSENTIAL 12 MONTHS ACAD BAND H	1000	14055188	3681-5883-3019	01-JUL-14	30-JUN-15
SYMC GHOST SOLUTION SUITE 2.5 WIN DEVICE RENEWAL ESSENTIAL 12 MONTHS ACAD BAND H	400	14055188	3681-5883-3019	01-JUL-14	30-JUN-15

**ease of managing your support renewal, please retain this certificate which holds valuable reference information for your renewal transaction inclusive**

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 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.



## SUPPORT

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Your Symantec Agreement Number (SAN).

**symantec.cloud endpoint management console URL:** <https://hostedendpoint.spn.com/jin> 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>  
technical support for Symantec.cloud offerings

**symantec Email & Web management console URL:** <https://clients.messageslabs.com/jin> 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>  
case two-minute videos explain how to get license keys for new purchases and version upgrades.

**Global Enterprise Customer Care URL:** <http://go.symantec.com/callcustomercare>  
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.com 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.

**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/voucher/>  
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

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 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.



## SUPPORT

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After registration process, then follow the instructions to begin your training.

Users purchasing new Managed Security Services will receive an email directly to introduce them to the service. For more information, please visit <http://www.symantec.com/managed-security-services>

For Managed Security Services, contact your account manager for more information.  
For Symantec User Authentication Technical Support URL: <https://www.symantec.com/contactsupport>  
For Symantec User Authentication Products

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Enterprise Technical Support

# SUPPORT

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ument (the "Certificate") is a legal agreement between the end user (the "Licensee"), named on the face of this certificate and Symantec Corporation and/or its subsidiaries ("Symantec"). This Certificate and the rights granted herein are only effective as to end users who have a license pursuant to a Symantec license agreement (the "License Agreement") for the underlying Symantec software product(s) (the "Software") for which this support will be provided. Please read this Certificate.

**PLEASE 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.**

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.

at Support.

1) 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 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").

aintenance.

is 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.

nt Updates.

Content Updates as used in this Certificate refer to content used by Software that is updated from time to time, including but not limited to: updated anti-spyware definitions for anti-spyware software; updated antispyware rules for antispyware software; updated virus definitions for antivirus and anti-malware products; updated URL lists for content filtering and anti-phishing products; updated firewall rules for firewall products; updated vulnerability signatures for vulnerability assessment products; updated policy compliance updates for policy compliance products; updated lists of authenticated web pages for web site authentication software; and updated intrusion detection data for intrusion detection products. (If applicable) Content Updates means the right to use Content Updates to the Software as they become generally available to users and user customers except for those Content Updates that are only available through purchase of a Content Updates Subscription. Symantec reserves the right to designate specified Content Updates as requiring purchase of a Content Updates Subscription at any time and without notice to Licensee; provided, however, that if Licensee purchases support hereunder that includes particular Content Updates on the issue date set forth on the face of this Certificate, Licensee will not have to pay an additional fee to continue receiving such Content Updates Subscription.

Content Updates Subscription: The right to use those Content Updates that Symantec elects to make available by separate paid subscription. If Licensee has purchased Content Updates Subscription(s), the number set forth on the face of this Certificate opposite the description reflects the quantity of such subscription purchased by Licensee.

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and Conditions:

1) Policies: The support service(s) will be provided in accordance with Symantec's Enterprise Technical Support Policy and other support policies which may be revised and updated by Symantec from time to time without notice to Licensee. Please refer to the Symantec.com/enterprise/support/support\_policies.jsp for copies of such policies. Under Symantec's Enterprise Technical Support Policy, support services may be discontinued for certain Software or a particular version of Software prior to the end date set forth on the face of this Certificate.

2) Geographic Availability: Not all of the support services listed above are available in all countries or locations or for all Symantec software products.

3) Support: Licensee's technical assistance may be limited to error correction resolution in certain Software if Licensee has not installed and implemented all licenses for such Software in accordance with the directions for installation provided by Symantec. Please refer to the Symantec.com/enterprise/products/index.jsp for additional information on services offered by Symantec to assist you in proper installation and implementation of Software. Technical support will not include activities that would be typically made generally available and authorized by Symantec as product training, consulting involving integration, security solutions enablement, security advisory, pre-production configuration services, managed security or implementation services or the like, which are offered separately as noted below.

4) 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 use 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 Designated Contacts for either Essential Support or Basic Maintenance.

5) Management of Use of Personal Data: Licensee recognizes that Symantec will require Licensee to supply certain personal data (such as business contact names, business telephone numbers, business e-mail addresses), in order for Symantec to provide Support and to keep a record of support and product updates. Licensee acknowledges that Symantec is a global organization, and such personal data may be accessible on a global basis to enable Symantec to provide Licensee Support. By providing such personal data, Licensee consents to the use, transferring and processing this personal data on a global basis for the purposes described above.

6) 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-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.

**LICENSEE'S EXCLUSIVE REMEDY AND SYMANTEC'S SOLE LIABILITY ARISING IN CONNECTION WITH THE SUPPORT SERVICES WARRANTY DESCRIBED IN THIS SECTION.**

**LIMIT OF DAMAGES: TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SYMANTEC BE LIABLE TO YOU FOR (I) ANY LOSS OF PROFITS, LOSS OF USE, LOSS OF OR CORRUPTION TO DATA, BUSINESS INTERRUPTION, LOSS OF PRODUCTION, LOSS OF REVENUES, LOSS OF CONTRACTS, OR ANTICIPATED SAVINGS OR WASTED MANAGEMENT AND STAFF TIME, OR (II) ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES, WHETHER ARISING DIRECTLY OR INDIRECTLY OUT OF THE PROVISION OF SUPPORT SERVICES, EVEN IF THE PARTY, ITS RESSELLERS, SUPPLIERS OR ITS AGENTS HAS BEEN TOLD SUCH DAMAGES MIGHT OCCUR, IN NO CASE SHALL SYMANTEC'S LIABILITY EXCEED THE PURCHASE PRICE FOR THE SUPPORT SERVICE(S). NOTHING CERTIFICATE SHALL EXCLUDE OR LIMIT SYMANTEC'S LIABILITY FOR ANY LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED BY LAW.**

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**From:** [Haney, Brenda](#)  
**To:** [Wong, Barbara](#)  
**Subject:** PLEASE PAY\_ INVOICE ATTACHED \_PO#\_0001076385\_REAL VNC LIMITED  
**Date:** Monday, November 24, 2014 3:57:50 PM  
**Attachments:** [RealVNC SOP Invoice.pdf](#)

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Hi Barbara –

Can you please process attached Invoice dated 9/6/14 for PO\_0001076385 – product was received in June 2014.

Thank you,

*Brenda Haney*

Business Services

Folsom Lake College | 10 College Parkway | Folsom, CA 95630

☎ 916.608.6635 | ✉ [haneyb@flc.losrios.edu](mailto:haneyb@flc.losrios.edu)

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**From:** Lewis, Jeff  
**Sent:** Monday, November 24, 2014 3:54 PM  
**To:** Haney, Brenda  
**Subject:** RE: REQUEST FOR INVOICE\_PO#\_0001076385\_REAL VNC LIMITED

Sorry. I didn't realize this was still open.

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**From:** Haney, Brenda  
**Sent:** Monday, November 24, 2014 3:47 PM  
**To:** Lewis, Jeff  
**Subject:** REQUEST FOR INVOICE\_PO#\_0001076385\_REAL VNC LIMITED

Hi Jeff -

We entered RCVR for this PO#\_0001076385 on 6/9/14.

To date we have not received an invoice.

We would like to remit payment and close this Purchase Order -

At this time - please contact vendor and have them email an invoice to: [haneyb@flc.losrios.edu](mailto:haneyb@flc.losrios.edu) - so that we may schedule payment.

Copy of Purchase Order attached for your reference.

**PO Transaction History: 0001076385**

PO ID	LINE	VENDOR	OPEN ENC	EXPENDED TOTAL
0001076385	1	REALVNC LIMITED	774	0

Thank you,

*Brenda Haney*