



## Service Option - GOLD

### Service Description Summary

Products covered under Gold Service are entitled to 8x5 Technical Phone and Web-Based Support (WebPower), hardware replacement, and access to all major and minor software releases for purchased software. This service offer is available through November, 2009, at which time it will be discontinued (End of Life).

### Technical Support

Products covered under Gold Service are entitled to 8x5 technical phone and Web-Based Support (WebPower) for an unlimited number of incidents during regular business hours (see Limitations). Please refer to Blue Coat's Product Support Policy for additional detail.

Blue Coat Systems will provide quality technical support in accordance with generally recognized business practices and standards. Technical support will provide assistance in the usage of covered Equipment and Software including identification of equipment, software or hardware problems, and downloading of Software Updates. Support may also include logging into Customer systems for diagnosis of problems or providing a work-around whenever possible.

### Hardware Replacement

Products covered under Gold Service are entitled to replacement of hardware product prior to Blue Coat Systems receiving the faulty item. Hardware will be shipped same day when RMA Requests are received during regular business hours and deemed necessary by Technical Support before the RMA cut off time (see 'Limitations'). Requests received or verified by Blue Coat Systems Technical Support after the cut off time will ship the following business day. Out-of-Box Warranty RMA requests that occur within 30 days of the Blue Coat Systems ship date will ship Monday through Friday from Blue Coat Systems Product Manufacturing and may require additional time to ship.

Out-of-Box Warranty period is 90 days from the date of shipment from Blue Coat Systems to the customer. Units verified by a Blue Coat Systems Technical Support Engineer as an Out-of-Box Failure 30 days from the Blue Coat Systems ship date, will be advanced replaced with a new product that is of the same make and model number of the original at no cost to the customer. This unit will ship from Product Manufacturing and not a service parts depot. Beyond 30 days, all replacement service parts and complete units will be furnished on an exchange basis at no cost to the customer and will be standard or reconditioned components of equal or greater quality, revision level and functionality. All commercially reasonable efforts will be made to get the replacement product delivered.

Customer will be responsible for shipping inoperable units back to Blue Coat Systems immediately after the replacement is received. A return packet will be provided by Blue Coat to assist with the return of the inoperable unit. The inoperable unit should be returned to Blue Coat within 10 business days. If the inoperable unit is not returned to Blue Coat Systems within 30 business days of receipt, the Customer shall pay the list price per unit as stated in the then-current Blue Coat Systems, Inc. price list. Customer's failure to pay the invoice or return Equipment promptly will result in the suspension of Services by Blue Coat Systems.

Replacement hard disk drives are to be returned back to Blue Coat Systems in accordance with the Support Services Terms and Conditions. Blue Coat's standard operating procedure is to ensure data resident on the magnetic disk are destroyed through several failure verification tests. Customers concerned with data sensitive material may elect to discard the hard disk drive under their own accord, in compliance with local environmental regulations. The maximum number of hard disk drives not returned in a one (1) year period is one per system serial number. Hard disk drives not returned beyond the allotted amount will be invoiced to the customer at \$500 per occurrence, if not returned within 30 days. Part number for this activity is 070-08108.

### Software Updates

Customer is entitled to access and receive all major and minor releases of Blue Coat Systems software updates and release notes for purchased software. All Software provided pursuant to a Service Option will be governed under the same terms and conditions as set forth in the license agreement accompanying the original software licensed by Customer. Customer has the right to duplicate documentation for its own internal use, in quantities equal to the number of units of equipment and/or software specified on the purchase order for support provided that all copyright, trademark, and other proprietary rights notices are also reproduced in the same form and manner as on the original media provided.



The last two Generally Available dot releases for an operating system are considered active versions unless declared as End of Availability on the Blue Coat Systems download site. When the third dot release of a minor release is generally available, the previous minor release will be declared inactive. Customers should be running an active operating system to ensure Blue Coat Technical Support is able to provide software support. Please refer to the Blue Coat Product Support Policy for greater detail and examples.

### Service Responsibilities at Service Start Date

- > Provide initial welcome letter (describing services and terms purchased).
- > Provide Customer with a contract number and unique password to WebPower, a protected area of the Blue Coat Systems World Wide Web site.
- > Provide Customer with instructions on how to contact Blue Coat Systems to obtain technical phone support and advance hardware replacement.

### Service Responsibility During the Service Period

- > Respond to Customer requests for technical phone support within four (4) hours of Customers initial contact when initial contact is made via telephone, during regular business hours.
- > Verify Customer RMA requests via Technical Support and coordinate replacement product shipments within the contracted time frame. All delivery costs are borne by Blue Coat Systems.
- > Provide access to all released Software Updates for Customer purchased software at <http://download.bluecoat.com/>

## Service Limitations

### Technical Support

Technical Phone Support will be provided in English during the following hours:

Support Center	Regular Business Days *(Excluding Local Holidays)	Regular Business Hours	Time Zone
Americas	Monday – Friday	08:00 to 17:00	Pacific Time Zone
EMEA	Monday – Friday	08:00 to 17:00	GMT
Asia Pacific	Monday – Friday	08:00 to 17:00	Malaysia Time Zone

\*Holidays are recognized local to the Support Center

### Eligible Products

This service plan is available on Blue Coat products purchased prior to July, 2006. It applies to: NetCache, RA, SG400s, AV400s, SG800s, AV2000s, SG8000s, and Director 800 products.

### Hardware Replacement

RMA Requests received during regular business hours and deemed necessary by Technical Support before the RMA cut off time (per the table below) will have replacement hardware shipped same day. Requests received or verified by Blue Coat Technical Support after the RMA cut off time will ship the following business day. Actual delivery time will vary dependant upon shipping origin and destination.

### RMA Cut-Off Times (Daylight Savings Time observance may affect RMA cut-off times where applicable)

Support Center	Regular Business Hours	RMA Cut Off Time
Americas	Mon-Fri, 06:00 to 18:00, Pacific Time Zone	Mon-Fri, 12:00, Pacific Time Zone
EMEA	Mon-Fri, 08:00 to 17:00, GMT	Mon-Fri, 11:00, GMT
Asia Pacific	Mon-Fri, 08:00 to 17:00, Malaysia Time Zone	Mon-Fri, 12:00, Malaysia Time Zone