

## Hardware Support Offerings with Onsite Technician

Blue Coat offers support options that include the services of an onsite technician. The role of the onsite technician is to perform basic installation tasks.

Specifically, the qualified technician will:

- Remove existing appliance (from rack if necessary)
- Install replacement unit (rack and stack) to existing power and network points
- Power up replacement unit to operational state
- Configure unit with Customer provided IP address to return system to working state
- Establish connectivity

The onsite technician service does not include restoring configuration, recovery or transfer of any data to the new appliance, or any other custom configuration or network interface activities. These activities are the customer's sole responsibility and/or may be performed by the customer's Reseller Partner as agreed.

Customer's responsibility:

Provide a single point-of-contact to work with the on-site technician who is knowledgeable of the system's configuration and authorized to make business decisions to accept the replacement system.

- Accept delivery of replacement appliance or component
- Return the defective appliance or component to Blue Coat per the instructions attached to the outside of the box the replacement was sent in
- Return defective appliance within 5 days of receipt of the replacement