



## Internet Security Systems

Dear Valued Customer,

The maintenance and support on one or more of your Internet Security Systems (IBM ISS) products is about to expire. If allowed to lapse, your current license key(s) will no longer enable you to receive critical security content updates and technical support.

Enclosed is your renewal quote. We encourage you to remit one of the accepted payment methods listed on the quote as soon as possible. Upon receipt of payment, we will e-mail you the necessary instructions to generate a new license key and the details of your renewed maintenance and support plan. To maintain uninterrupted maintenance and support coverage, please make sure you submit payment to IBM prior to your maintenance and support expiration date. IBM wants to make sure it is easy for you to continue your access to our world class maintenance and support services. If you allow your maintenance and support coverage to expire, and at a later date wish to reinstate such maintenance and support coverage, such reinstatement may be subject to higher prices.

Staying current on your maintenance and support plan will ensure that you continue to receive important benefits such as:

- X-Press Updates - Security product updates that include the latest attack signature security intelligence (averaging over 100 updates per quarter)
- Product Upgrades and Patches - Access to the most current product capabilities and feature enhancements
- 24/7/365 Technical Support - Toll-free telephone and on-line support access to the ISS Team of certified technical support professionals
- X-Force Advisories and Alerts - Instant notification of the latest security incidents and access to X-Force security bulletins

You may also check the maintenance status of your products by logging into the MyISS Customer Portal at [www.iss.net](http://www.iss.net) and selecting Maintenance Expirations under the Product Support heading. Keeping your maintenance status active will ensure that your organization stays Ahead of the Threat in today's complex environment of information security challenges.

To learn more about exciting new offerings and events that will keep you "Ahead of the Threat" click the link below.

<http://www-935.ibm.com/services/us/iss/support/maintenance-renewals.html>

We sincerely appreciate your business.

Best regards,  
IBM Internet Security Systems



Internet Security Systems

Federal Tax ID# 13-0871985

Maintenance Renewal Quote

Contract #	Date	Page
22222	03/Dec/2009	2 of 3
(Quote Valid for 105 Days)		

To: BUSINESS PARTNER  
 Attn: Accounts Payable  
 6994 Credit Road,  
 Unit #5  
 Mississauga, L5N 0A6  
 Canada

Ship To: END CUSTOMER  
 Attn: Joe Doe  
 847 Main Street  
 Floor 2  
 Scarborough, M1K5L1  
 Canada

Customer	Registered End User	Terms	Currency
1007 END CUSTOMER	Joe Doe	Net 45	CAD

No.	Item/ Description/ Comments	# Users	Quantity	Total Cost
2.1	Renewal Proventia G Maintenance G200-1-PB-M, ,SN:123A45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
3.1	Renewal Proventia G Maintenance G200-1-PB-M, ,SN:123B45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
4.1	Renewal Proventia G Maintenance G200-1-PB-M, ,SN:123C45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
5.1	Renewal Proventia G Maintenance G200-1-PB-M, ,SN:123D45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
6.1	Renewal Proventia G Maintenance G400-1-PB-M, ,SN:123E45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
7.1	Renewal Proventia G Maintenance G400-1-PB-M, ,SN:123F45678 Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:123456	1	1	1,000.00
9.1	Renewal Software Maintenance - SiteProtector Software SP-ENT-P-M, Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:789101	1	1	1,000.00
10.1	Renewal Software Maintenance - RealSecure Network RNE-1-PB-M, Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:789101	23	1	2,000.00
12.1	Renewal Software Maintenance - RealSecure Server RSV-AIX-001-PB-M, Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:789101	20	1	2,000.00
13.1	Renewal Software Maintenance - RealSecure Server RSV-W2K-001-PB-M, Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:789101	20	1	2,000.00
14.1	Renewal Software Maintenance - RealSecure Server RSV-W2K-025-PB-M, Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;	40	1	2,500.00



Internet Security Systems

No.	Item/ Description/ Comments	# Users	Quantity	Total Cost
	Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:789101			
15.1	Renewal Bypass Unit Maintenance GEFB2-1-H-M, ,SN:123A45678/123B45678	1	1	100.00
	Maintenance Plan: STD; Start:01/Nov/2009, End:31/Oct/2010;Term:1 Year,OCN:7891011			

DOES NOT INCLUDE ANY APPLICABLE TAXES

Quote Total (CAD):

15,600.00

**Terms and Conditions**

- IBM ISS offers its maintenance and support services only upon the terms and conditions of its Support and Maintenance Policy and the IBM ISS Master Agreement under which the covered software was licensed. Conflicting preprinted or "boilerplate" terms and conditions contained in any purchase order or similar routine document are hereby rejected. To view the IBM ISS Support Maintenance Policy, please click on the following link <http://www-935.ibm.com/services/us/iss/pdf/z125-7818-00.pdf>

To continue on the maintenance quoted above, please select one of the following :

- Our purchase order is enclosed.
- No purchase order is required, please bill me (Please sign below and return this form to IBM ISS).

For any questions contact:  
Ephgrave, Richard  
404-921-3872  
rich.ephgrave@us.ibm.com  
845-559-6554

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name (type or print): \_\_\_\_\_