

Document name:	Document type:	Version:
Blue Coat Maintenance– Electrolux - 20070424.06GP	Offer	1.0

Milan, april 27th 2007

Electrolux Italia S.p.A.

Via Modotti, 11
33170 Pordenone (PN)

Offer # 2007427.06.GP

To the attention of: Mr. Fabrizio Di Narda

Subject: supply of Blue Coat Maintenance

Following our conversation, we are sending you the offer for supply of Blue Coat maintenance you requested.

Please do not hesitate to contact us for any further information.

Best regards,

Gabriele Parravicini
Key Account Manager



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1. DOCUMENT HISTORY

Versione:	Data:	Modifiche effettuate:
1.0	April, 27 th 2007	Release

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2. CUSTOMER'S REQUIREMENTS

Electrolux Italia S.p.a. requires an offer for the supply of the following maintenance:

1. alignment of all maintenance contract of Blue coat products at December, 31th 2007

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3. ECONOMICS

3.1. Platinum support discounted pricing

Serial number	Description	Price list	Q.	Price	Discount	Your price
New	SG810-C 7 months	€3.338,30	6	€ 20.029,78	8,0%	€ 18.427,00
New	SG510-a 7 months	€778,50	1	€ 778,50	8,0%	€ 716,00
FULL-UNLIMITED-PERP-07F0-1468	Reporter enterprise 5 months	€305,50	1	€ 305,50	8,0%	€ 281,00
0306000102	SG800-0 5 months	€339,50	1	€ 339,50	8,0%	€ 313,00
5005000062 / 5005000058	SG800-1 5 months	€679,01	2	€ 1.358,02	8,0%	€ 1.250,00
4206100164	Director 11 months	€2.199,40	1	€ 2.199,40	8,0%	€ 2.024,00
	SG810-C 7 months	€3.363, 10	2	€ 6.726,20	8%	€ 6.189,00
					totale	€ 29.200,00

(all prices VAT not included)

3.2. Platinum support

Platinum Service - Service Description Summary

Products covered under Platinum Service are entitled to 24x7 Technical Phone Support, Advance Hardware Replacement, and all major and minor software releases for purchased software.

Technical Support

Products covered under Platinum Service will be entitled to Technical Phone Support for an unlimited number of incidents 24 hours a day, 7 days a week, and 8x5 Technical Online Support during regular business hours.

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 product configuration, identification of equipment or software 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.

Advance Hardware Replacement

Products covered under Platinum Service will be entitled to advance replacement of hardware product prior to Blue Coat Systems receiving the faulty item. Hardware will be

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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.

All replacement parts 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. Units verified by a Blue Coat Systems Technical Support Engineer, as an Out of Box Failure will be advanced replaced with a new product that is of the same make and model number of the original. All commercially reasonable efforts will be made to get the replacement product delivered.

Customer will be responsible for shipping inoperable units or subassemblies back to Blue Coat Systems immediately after the replacement is received. If the inoperable unit or subassembly is not returned to Blue Coat Systems within fourteen days of shipment, 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 price or return Equipment promptly will result in the suspension of Services by Blue Coat Systems.

If, during any one (1) year period, more than fifteen percent (15%) of the units or subassemblies returned to Blue Coat Systems for replacement are diagnosed as "No Trouble Found," Customer may be charged a fee of five percent (5%) of the then-current list price of the actual unit or subsequent product (where the actual product is obsolete) for

each unit or subassembly returned after the fifteen (15%) percent threshold has been reached, not including the unit whose return results in meeting the fifteen (15%) threshold. Blue Coat Systems will provide written notification to Customer in the event it intends to apply the fee identified in this paragraph.

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4. INVOICING AND PAYMENTS TERMS

This offer is valid until: May 31th 2007.

Invoicing is as follows:

- Products and maintenance - 100% at order time

Payments due 60 days after date of invoice.

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