



SUPPORT



Issue Date: 21-JUL-16
Symantec Agreement (SAN) #: YW6PDVGOV
Customer Reference:
 Disti / Cust PO: 541532
 Resell: 13310930
Certificate #: 15767240

Issued To:
 WODOCIAGI I KANALIZACJA W OPOL
 UL OLESKA 64
 45-222 OPOLE
 POLAND
Customer Number: 59678020

Contract Owner:
 WODOCIAGI I KANALIZACJA W OPOLU SP Z OO
 UL. OLESKA 64
 45-222 OPOLE
 POLAND
Customer Number: 57998243

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 <https://activate-licensing.symantec.com> for activation unless specific provisioning instructions for your product have been provided elsewhere.

Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
M5684305508	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 12 MONTHS GOV BAND A License File(s): 41115907.slf	150	0E7IOZZ0-BR1 GA	8684-7279-5799	27-JUL-16	26-JUL-17
M2384705071	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 12 MONTHS GOV BAND A License File(s): 41115907.slf	20	0E7IOZZ0-BR1 GA	8684-7279-5799	27-JUL-16	26-JUL-17

Product 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 currently 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.

For ease of managing your support renewal, please retain this certificate which holds valuable reference information for your renewal transaction inclusive of your Symantec Agreement Number (SAN).

Symantec.cloud endpoint management console URL: <https://hostedendpoint.spn.com/>

Login to manage and support your Endpoint Protection service.

Symantec.cloud Technical Support <http://www.symanteccloud.com/support>

Contact technical support for Symantec.cloud offerings

Symantec Email & Web management console URL: <https://clients.message-labs.com>.

Login to manage and support your cloud-based Email, Web and IM security services products.

Licensing Portal FAQ & Demos: <https://licensing.symantec.com/acctmgmt/help/LicensingPortalFAQ.jsp>

These two-minute videos explain how to get license keys for new purchases and version upgrades.

FAQ & Demos explaining how to get and manage license keys for new purchases and version upgrades.

Global Enterprise Customer Care URL: <http://go.symantec.com/callcustomer-care>

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 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.

TC TrustCenter Support Resources URL: <https://knowledge.verisign.com/support/mpki-support/index?page=content&&id=AR1597>



SUPPORT

Additional TC TrustCenter Support Resources and Tools

Symantec Education Voucher Redemption URL: <http://www.symantec.com/business/training/evoucher/>

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

Clients purchasing new Managed Security Services will receive an email directly to introduce them to the service.

More information may be found here: <http://www.symantec.com/managed-security-services>

Symantec User Authentication Technical Support URL: <https://www.symantec.com/contactsupport>

Symantec User Authentication Products



SUPPORT

Symantec Enterprise Technical Support

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1) Access to 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 Support 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").

2. Basic Maintenance.

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