

SUN Maintenance Instructions

This letter confirms your maintenance contract with Sun and provides you with valuable information needed to make requesting service as easy as possible.

Support Agreement Schedule Number:	NK20243393
Term Dates:	05/01/2007 - 06/30/2008
End User Name:	San Diego State University
Partner Name:	VIRTUAL ENTERPRISES INC
PO Number Issued To Sun:	P1032010606
Partner PO Number:	CC-0053440/32200
Billing Frequency:	Bill In Full Advanced
Service Level:	Spectrum Ii Silver, Sun Software Standard Support
Contract Type:	RENEWAL
Booked Date:	06/21/2007

If you should require service, (with the exception of BASE level service), please call **1-800-USA-4SUN (1-800-872-4786)**. When placing a support call, please reference your Serial Number and/or Support Agreement Schedule Number. See **IST Software Inventory Key 826** for a copy of your 07/08 support agreement and product schedule.

The following web site will provide you with important information regarding entitlement to various Sun programs, including Solaris Support:

<http://www.sun.com/service/serviceplans/guide/index.html>

For Java Enterprise Systems (JES) orders please go to the following website for additional information:

<http://www.sun.com/software/javaenterprisesystem/index.xml>

For Java Desktop Systems (JDS) support is accessed through a dedicated service phone number and not through the standard support phone numbers. Please go to the following website for additional information about your JDS support and access instructions:

<http://www.sun.com/service/sunjavasystem/jdsserviceguide.html>