



01/11/2011

The Support Welcome Pack acknowledges you as a current Designated Support Contact at Symantec and also provides information that will help you leverage the benefits and value of your company's support contract. We recommend that you print a copy of this information for your records, as it will help streamline your support experience in the future.

Your Support Contact ID, which is provided on page two, is a unique identifier that enables us to track your support history and manage your contact information. When contacting Symantec for technical support, please have your Support Contact ID available, as it will enable us to process your support request in an expedited manner. For step-by-step instructions about contacting Symantec for Support, please review our convenient Quick Reference Guide.

We also have outlined a list of Important Reference Information links within the final page of this package. The information provided via these links will help you to utilize support resources we make available to you, in the event you need technical support for your Symantec products.

Thank you again for choosing to do business with Symantec. In the event that you need any assistance, please contact us.



Symantec Enterprise Support Entitlement Details

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You are now a registered and authorized Symantec technical support contact ("Designated Contact") for the products and services listed below. This designation enables you to contact Symantec Enterprise Support on behalf of your company in order to discuss the company's system support issues. For security purposes, it is your responsibility to keep your unique Support Contact ID (provided below) secure.

Symantec Support Contact ID number: **854502252379448**

Customer Name: **INTERNATIONAL INSTITUTE OF LOS ANGELES**
Support Level: **Essential Support**

Product Description	Service Start Date	Service End Date
SYMC BACKUP EXEC AGENT FOR WINDOWS SYSTEMS	14-JAN-11	13-JAN-12
SYMC BACKUP EXEC SERVER	23-APR-11	22-APR-12