



SUPPORT



Issue Date: 29-SEP-15
Symantec Agreement (SAN) #: 84BTVFGOV
Customer Reference:
 Disti / Cust PO: P856213
Certificate #: 15333710

Issued To:
 MUZEUM GORNICTWA WEGLOWEGO W ZABRZU
 JODLOWA 59
 41-800 ZABRZE
 POLAND
Customer Number: 60594187

Contract Owner:
 MUZEUM GORNICTWA WEGLOWEGO W ZABRZU
 JODLOWA 59
 41-800 ZABRZE
 POLAND
Customer Number: 60594187

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
M5323747369	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 12 MONTHS GOV BAND A License File(s): 39798489.slf	153	0E7IOZZ0-BR1 GA	7683-8742-0484	08-OCT-15	07-OCT-16
M5023147772	SYMC ENDPOINT PROTECTION 12.1 PER USER RENEWAL BASIC 12 MONTHS GOV BAND A License File(s): 39798489.slf	153	0E7IOZZ0-BR1 GA	7683-8742-0484	08-OCT-16	07-OCT-17

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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 Help Tutorials: <https://licensing.symantec.com/acctmgmt/home/Jump.jsp>

These two-minute videos explain how to get 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>

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").

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