HP ValuPacks are standardized consulting services, provided by HP Contact Center Service Professionals, with pre-defined custom deliverables that focus on administering your HP computing environment.

ValuPacks are specifically designed to give you a selection of rapid, affordable, high-quality services that complement your HP support agreement and expand your in-house technical resource capabilities.

ValuPacks offer the fastest quotation and delivery possible, with flexible billing options and streamlined ordering.
Hewlett-Packard Company conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers and the community.

Hewlett-Packard Company believes the information in this document is accurate as of its publication. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors contained herein or inadvertent omissions.

HP Support Services are governed by country-specific HP Terms and Conditions of Sale and Service or HP Care Pack Support Service Agreement Terms and Conditions.

Proprietary Notice

Restriction on Use and Disclosure of Proposal and Quotation Information Data -

The information contained in this HP ValuPack Consulting Description has been furnished on a confidential and restricted basis. It is to be used for the sole purpose of evaluating Hewlett-Packard Company as a provider of the goods and/or services described herein and shall be returned upon request. It is furnished in confidence with the understanding that it will not, without the prior written permission of Hewlett-Packard, be used or disclosed for other than evaluation purposes; provided, however that in the event a contract is awarded on the basis of this ValuPack Consulting Description, the customer shall have the right to use and disclose this Information to the extent provided in the contract. Hewlett-Packard represents only the HP products and services as set forth herein, and makes no representations, warranties, guarantees, or commitments for any third-party products or services.

Return of this proposal to Hewlett-Packard Company using email or FAX transmission will constitute legal acceptance of the deliverables and terms or the proposal, provided the HP ValuPack Order Form has been completed by the Customer.

Please see our web site for a complete menu of available per event services at

http://www.hp.com/hps/perevent
1.0 Overview:

1.1 Request:

The customer or purchaser as identified in the HP ValuPack Order Form to this ValuPack Consulting Description, hereinafter the Customer, has requested that the HP Services Contact Center, hereinafter HP, provide the Security Vulnerability Solution ValuPacks.

1.2 ValuPack Options:

The Security Vulnerability Solution ValuPack offers the Customer nine (9) optional consultative services:

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<td>v</td>
<td>SMB T&amp;M Security Consultative Services</td>
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1.3 Method of Delivery:

___XX_____ Remote ______ On-Site (at the Customer’s location)

2.0 Agreement:

2.1 General:

This HP ValuPack Consulting Description, together with the country-specific Hewlett-Packard Company Terms and Conditions of Sale and Service, HP Services Per Event Support, HP ValuPack Consulting & Short-Term Consulting Warranty constitute the entire agreement ("Agreement") between the parties with respect to its subject matter.

The Customer’s additional or different terms and conditions will not apply.

HP ValuPack Consulting services will be provided or arranged by HP.

HP reserves the right to assign or subcontract to third parties any and all services detailed in this HP ValuPack Consulting Description.

The Customer must have an active Software support contract with HP or have a valid support contract with a third-party and accept all responsibility for support services required during the delivery of this HP ValuPack.

It is preferred that the Customer have a valid HP Services support agreement on the environment on which this consulting will take place. In the event that the Customer does not have the preferred HP Service Agreement, the
Customer will assume responsibilities for all services available under a service agreement and be assessed a non-contract access fee.

2.2 Availability:
HP Solution Center per event consulting (HP ValuPack Consulting) is provided based on the availability of technical service professionals.

2.3 Eligibility:
Only products that are sold by HP or HP branded products sold by an HP authorized reseller are eligible for this HP ValuPack.

It is preferred that the Customer have an active Software support contract with HP Services for the computing environment on which this consulting will take place. Alternatively and at additional costs, the Customer may have a valid support contract with a third-party and accept all responsibility for support services which may be required during the delivery of this consulting. If no current service contract is in place, a pre-installation remote inspection, and/or additional consulting, may need to be purchased to return the system or environment to a fully supported configuration.

All Hewlett-Packard Company software properly licensed by Hewlett-Packard Company or the original manufacturer and supported by HP Services may be eligible for HP ValuPack consulting. Unless otherwise specified within this document, the software and the system(s) on which it is installed must be properly maintained at the latest major revision level, including Engineering Change Orders (patches & updates) and must contain at least the minimum hardware and prerequisite software as specified in the applicable Software Product Description (SPD) or product documentation in the absence of an SPD.

2.4 Prerequisites:
Customers purchasing the Security Vulnerability Solution ValuPack must satisfy all of the following requirements:

- Purchased an HP ProLiant and the HP ProLiant SystemMinder Care Pack between 22-March-2004 and 31-October-2004
- Properly register the HP ProLiant SystemMinder Care Pack before 15-November-2004
- Taken advantage of the free offer for Remote Vulnerability Assessment Scan prior to 31-January-2005

3.0 Customer Responsibilities:
As part of this agreement the Customer will be responsible for the following:

- Assigned a designated Customer Project Manager, who on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this HP ValuPack.
- The Customer Project Manager must be available for the duration of the HP ValuPack via direct telephone access, pager access, or telephone messaging with a guaranteed response time of not more than thirty minutes.
- The Customer will provide HP with details on the current configuration and topology information including hardware platform(s), operating system(s) and application(s).
- The Customer will maintain a current backup copy of the operating system, network system, development programs, and all other applicable software programs, data and files.
- Assure HP that all products serviced by this HP ValuPack are properly licensed to the Customer.
• Provide fully privileged access to the system(s) on which this ValuPack consulting service will take place via dial-in facilities or other remote access method, acceptable to HP, as required to support remote communications for the Customer’s system(s) and / or environment.

• Provide information and data as requested by the assigned HP Service Professional, Technical Support Engineer, or Consultant.

• Provide the Security Vulnerability Assessment Report.

• Assure HP that the security infrastructure and systems environment on which the ValuPack services are targeted are commercially available and are industry standard products.

• Immediately notify HP in the event of changes to equipment configuration and/ or changes to software products installed on the system(s) to be services by this ValuPack.

• Provide full and unconditional access to any source code associated with the delivery of this ValuPack.

• For remote service which requires HP to access the Customer’s system(s), obtain, install and demonstrate as operational, and at no cost to HP, any modems or other necessary Customer or third-party owned and/or maintained equipment and or software to assure HP a secure electronic connection to the Customer’s environment, which could affect the ability of HP to fulfill its obligation(s) of this HP ValuPack consulting service.

4.0 HP Responsibilities:

As part of this agreement, HP will be responsible for the following:

• HP will review the Customer’s purchase of the HP ValuPack, in accordance with information the Customer provides on the attached HP ValuPack Order Form.

• HP will schedule delivery of the ValuPack following receipt of completed HP ValuPack Order Form and following HP’s acceptance of the order, in accordance with standard business practices and at the earliest possible date according to staffing levels of the HP Service Professional, Technical Support Engineer or Consultant providing the consulting service.

• Providing all services between the hours of 8:00 AM and 5:00 PM local time, Monday through Friday, excluding HP published holidays. “After hours” delivery may be available pending resource availability.

• ALL services under this ValuPack will be delivered remotely using telecommunications and optionally other connecting tools.

• Provide the ValuPack consulting services of an HP Service Professional, Technical Support Engineer, or Consultant proficient in the service and products associated with the ValuPack. Request for ValuPack services occur directly with the end-user customer.

• The Security Vulnerability Solution ValuPack includes the following optional consultative services from which the Customer may select as appropriate. Each of the optional consultative services is limited to one-hour (1 hour) of the HP Service Professional’s, Technical Support Engineer's or Consultant’s consulting time; unless otherwise specified.

• SMB Security Implementation Review [VP401]: Provide up to one-hour of consulting, remotely review with the Customer representative the Security Vulnerability Assessment Report, suggesting processes and additional actions for a more secure environment. HP will provide the Customer with follow-on documentation of the review. This service is specifically designed to compliment and extend the services available in the Remote Vulnerability Assessment Scan.

• SMB Patch Device / Application Assistance [VP402]: Remotely provide the Customer with additional recommendations for the appropriate testing and deployment of patches. HP will provide the Customer with follow-on documentation of the recommendations.

• SMB Configuration Change Assistance [VP403]: Remotely review with the Customer, a single security system vulnerability, providing recommendations for configuration changes towards a more secure environment. HP will provide the Customer documentation of the assistance provided.

• SMB Policy & Process Change Recommendations [VP404]: Remotely review with the Customer current security policies and/or procedural documentation associated with the identified vulnerability. Review
includes recommended changes to the policy or procedure consistent with organizational goals and objectives. HP will also provide documentation of the recommended changes in accordance with standard policy content and industry standards or best practices.

- **SMB Validate Exploit(s) [VP405]**: In cooperation with the Customer manually validate that identified vulnerability is exploitable and could result in a security breach. Provide documentation of penetration testing activities and results.

- **SMB Architecture Change Recommendations [VP406]**: Review with the Customer the current security architecture with respect to identified vulnerabilities. Provide the Customer with recommended changes to the security architecture and provide documentation of the recommended changes with related design overview.

- **SMB Remote Access Review [VP407]**: Review with the Customer current remote access infrastructure with respect to identified vulnerabilities. Provide the Customer with recommended changes to the remote access infrastructure. Provide the Customer with documentation of the recommended changes with related design overview.

- **SMB Rapid Response [VP408]**: Provide the Customer with up to one-hour of emergency assistance with a certified incident handler to contain, eradicate and recover from security breach/incident, with documentation of industry standard incident handling procedures.

- **SMB T&M Security Consultative Services [VP409]**: Provide the Customer with up to two hours of remote consultative services of a security vulnerability consultant. Additional security consultative services requiring extensive services may be available and may require a formal Statement Of Work.

### 5.0 HP ValuPack Considerations, Restrictions, and Constraints:

The following considerations, restrictions, and constraints are applicable to the delivery of this HP ValuPack:

- All services will be provided according to the hours stated under “HP Responsibilities” and “Cost of ValuPack” herein.
- All software, hardware, and firmware encountered in the delivery of this HP ValuPack must adhere to the minimum hardware and software requirements as specified in the applicable Software Product Description (SPD) and its addenda and/ or requirements or recommendations of the manufacturer(s).
- If security restrictions apply to any or all Customer systems to be supported by this ValuPack, the Customer may be required to assume additional responsibilities for maintaining the system and/ or software.
- HP will not perform any modifications to production systems without explicit written authorization from the Customer.
- Any installation service being provided as part of this ValuPack is limited to the most current version of software and/ or firmware.
- If HP is unable to complete the deliverables specified in this HP ValuPack Consulting Description within thirty (30) days following commencement of this ValuPack service, due to the Customer’s failure to meet its obligations, the ValuPack will be considered completed and will be invoiced.
- Delays caused by any failure of the Customer to meet the ‘Customer Responsibilities’ will be charged at the prevailing HP US Contact Center consulting rate for time and materials.
- The following services are not included under this agreement, unless specifically included elsewhere in this document:
  
  o Services on proprietary and/ or custom-developed systems.
  
  o Use of any tools providing electronic access to Hewlett-Packard Company. Electronic problem submittal and access to electronic databases may be available through a support contract. The Customer may already have such a contract in place.
  
  o Customer modifications to the HP supported software or hardware.
o Software product media, documentation, licenses, and license updates
o Services outside of the contracted hours of coverage
o Services required due to improper treatment or use of the equipment or software by other(s) then HP.
o Services required due to unauthorized attempts by other than HP personnel to repair, maintain, or modify the equipment and/or software
o Services required due to causes external to the Hewlett-Packard Company maintained equipment and/or software
o Individual hardware products that cannot, in the opinion of HP, be properly repaired due to excessive wear or deterioration. These products may be withdrawn from service upon applicable prior notice
o Individual software products that have been discontinued or reclassified as “Customer Supported.” These products may be withdrawn from service upon applicable prior notice
o Code, code examples, commands, sample commands or modifications to code or commands
o Service or consulting delivered at the Customer’s location.
o System, application or networking tuning or assessments.

6.0 Acceptance of HP ValuPack Deliverables:
As this HP ValuPack consists of professional advice, technical support services, and/or packaged consulting, there is no Acceptance Test Plan, acceptance test, or formal acceptance included.

The HP ValuPack will be considered completed by HP and accepted by the Customer when one or more of the following criteria have been satisfied:

• HP has completed its obligations and deliverables of the HP ValuPack as detailed under HP Responsibilities herein
• Forty-five (45) days following acceptance of the ValuPack Order by HP
• Twenty-one (21) days following commencement of the delivery of the ValuPack.

7.0 Cost of HP ValuPack:
HP Services Customer Services, US Contact Center and Custom Projects Program are pleased to offer this HP ValuPack at the following costs (quoted in US currency):

Please check (v) those ValuPacks that you wish to purchase and Total costs:

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NOTES:

- Hours based on customer's local time for onsite and delivery site time for remote effort.
- Service is subject to applicable Federal, State and Local Taxes.
- Non-fixed price costs are estimates only. In the event of a potential cost overrun, the Service Professional, Technical Support Engineer, Consultant or third-party vendor will contact the Customer as soon as such potential is detected, and the change management process will be invoked.

8.0 HP ValuPack Consulting Warranty:

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Per Event Support, HP ValuPack Consulting & Short-Term Consulting Warranty

Hewlett-Packard Company country-specific Terms & Conditions together with this HP ValuPack Consulting Description, defines Hewlett-Packard Company's service delivery obligation for Per HP ValuPack Consulting provided by the HP Services U.S. Contact Center (HP). HP shall determine the category of labor required, based on the technical complexity of the service or consulting requested, as described in this HP ValuPack Consulting Description, and assign HP Service Professional(s), Technical Support Engineer(s), Consultant(s) or a third-party vendor accordingly.

The HP ValuPack Consulting provided is in the nature of professional assistance and advice. HP warrants that the service will be performed in a good workman-like manner. However, HP does not warrant or guarantee in any form or manner the results and/or achievements of the service provided. The service does not include advice or conclusions about the ultimate state of operation or security of the Customer's system(s). HP is not responsible for the work or activity of any non-Hewlett-Packard Company personnel.

Except for the express warranties stated herein, Hewlett-Packard Company disclaims all warranties, including all implied warranties of merchantability and fitness for a particular purpose, and the stated express warranties are in lieu of all obligations or liabilities on the part of Hewlett-Packard Company arising out of or in connection with the performance of the service or consulting.

9.0 Signature Acceptance:

The Customer's signature indicates the customer's acceptance of this HP ValuPack Consulting Description and its governing Terms and Conditions.

Receipt of a valid form of payment, as indicated on the attached order form, constitutes authorization for Hewlett-Packard to schedule and deliver the work as specified herein and to issue invoice(s) in accordance with Section 6.0, Acceptance of HP ValuPack Deliverables.

Please complete the HP ValuPack Order form and return the complete HP ValuPack Consulting Description to Hewlett-Packard at the email address, FAX, or address listed on the HP ValuPack Order form. Upon our acceptance of this engagement, Hewlett-Packard will sign and return a copy to your attention, indicating HP's acceptance of your order.