

SERVICE RENEWAL QUOTE

QUOTE INFORMATION	
Quote Number	2022-318241
Quote Name	Renewal Quote for: OPP-AE175946-Q3 2023
Quote Date	22-Sep-2022
Expiration Date	22-Dec-2022
Contract	AE175946
Currency	USD
Region	EMEA
END-USER COMPANY INFORMATION	
Company Name	ISTITUTO NAZIONALE DI OCEANOGRAFIA
Company Address	E GEOFISICA SPERIMENTALE SCRONICO 34010 Italy

QUANTUM INFORMATION	
Company	Quantum Corporation
Remit to Address	Quantum Corporation, Max-Höggerstrasse 2, 8048 Zürich, Switzerland
Overnight Address	-
Tax ID Number	-
QUOTED BY	
Name	Super User
Title	Service Sales Territory Manager
Phone	
Fax	
Email	chidi.onyeije@quantum.com

[Quantum Terms & Conditions](#)

SERVICE RENEWAL QUOTE INFORMATION

PLEASE NOTE:

Payment terms are Net 30 days upon finance approval.

Price columns marked "*" reflect pro-rated prices if the Period of Performance is not an annual basis.

Prices are subject to a reinstatement fee if there is a lapse in service coverage.

Prices do not include applicable taxes. If your organization is tax exempt, please send documentation.

Prices are shown in the indicated currency and payment must be received in the same currency as shown on the quote.

PURCHASE METHODS:

Purchase Order: Please attach copy. Payment terms are Net 30 days upon finance approval.

1 - YEAR QUOTE

	Period Of Performance											End User (USD)			
Location / Note	Start Date	End Date	Days	Price Book	Zone	Product Line	Support Type	Support Level	Model Number	Description	Qty	List Price (MSRP) Each	Discount	Net Each Price*	Extended Price*
CONFIGURATION 1: Serial Number: BU1743BHR00069 - Installation Location: OGS,Borgo Grotta Gigante 42/C,Sgonico (TS),IT,Italy,34010,,France-Italy,Automation - Notes:															
	23.12.2022	22.12.2023	365	STD	1	SUPERLOADE R 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SR-ER-B11	Quantum SuperLoader 3; Support Plan, Bronze (5x9xNBD CRU); annual, zone 1	1	\$600.00	0.0%	\$600.00	\$600.00
	23.12.2022	22.12.2023	365	STD	1	SUPERLOADE R 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SV-ER-B11	Quantum SuperLoader 3, Quantum Onsite Installation of Customer Replaceable Units (CRUs); Support Plan, Bronze (5x9xNBD); annual, zone 1	1	\$150.00	0.0%	\$150.00	\$150.00
SUBTOTAL:															\$750.00
RENEWAL TOTAL:															\$750.00

2 - YEAR QUOTE*Multi-Year discounts are subjected to full payment in advance*

	Period Of Performance											End User (USD)			
Location / Note	Start Date	End Date	Days	Price Book	Zone	Product Line	Support Type	Support Level	Model Number	Description	Qty	List Price (MSRP) Each	Discount	Net Each Price*	Extended Price*
CONFIGURATION 1: Serial Number: BU1743BHR00069 - Installation Location: OGS,Borgo Grotta Gigante 42/C,Sgonico (TS),IT,Italy,34010,,France-Italy,Automation - Notes:															
	23.12.2022	22.12.2024	730	STD	1	SUPERLOADER 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SR-ER-B11	Quantum SuperLoader 3; Support Plan, Bronze (5x9xNBD CRU); annual, zone 1	1	\$600.00	15.0%	\$1,020.00	\$1,020.00
	23.12.2022	22.12.2024	730	STD	1	SUPERLOADER 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SV-ER-B11	Quantum SuperLoader 3, Quantum Onsite Installation of Customer Replaceable Units (CRUs); Support Plan, Bronze (5x9xNBD); annual, zone 1	1	\$150.00	15.0%	\$255.00	\$255.00
SUBTOTAL:															\$1,275.00
RENEWAL TOTAL:															\$1,275.00

3 - YEAR QUOTE*Multi-Year discounts are subjected to full payment in advance*

Quote #: 2022-318241

	Period Of Performance											End User (USD)			
Location / Note	Start Date	End Date	Days	Price Book	Zone	Product Line	Support Type	Support Level	Model Number	Description	Qty	List Price (MSRP) Each	Discount	Net Each Price*	Extended Price*
CONFIGURATION 1: Serial Number: BU1743BHR00069 - Installation Location: OGS,Borgo Grotta Gigante 42/C,Sgonico (TS),IT,Italy,34010,,France-Italy,Automation - Notes:															
	23.12.2022	22.12.2025	1095	STD	1	SUPERLOADER 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SR-ER-B11	Quantum SuperLoader 3; Support Plan, Bronze (5x9xNBD CRU); annual, zone 1	1	\$600.00	15.0%	\$1,530.00	\$1,530.00
	23.12.2022	22.12.2025	1095	STD	1	SUPERLOADER 3	SUPPORT PLAN	BRONZE (5X9XNBD CRU)	SV-ER-B11	Quantum SuperLoader 3, Quantum Onsite Installation of Customer Replaceable Units (CRUs); Support Plan, Bronze (5x9xNBD); annual, zone 1	1	\$150.00	15.0%	\$382.50	\$382.50
SUBTOTAL:															\$1,912.50
RENEWAL TOTAL:															\$1,912.50

Quantum Out of Warranty Policy - Hardware

If a customer has a Hardware product with an expired Warranty or Service Contract they may elect to purchase a Service Contract or purchase Time and Materials support per the following requirements.

All monetary amounts shown below are in USD.

1. Service Contract Renewal Terms

If a system is eligible for a Service Contract renewal, the following Service Contract terms will apply:

- 1.1 If the previous Warranty or Uplifted Contract lapse is less than six (6) months prior to the Reactivation Date, the customer must pay a 15% of Annual Renewal Reactivation Fee.
- 1.2 If the previous Warranty or Uplifted Contract lapse is six (6) months or more prior to the Reactivation Date, the customer must pay a 40% of Annual Renewal Reactivation Fee.
- 1.3 The End-User customer must pay the maintenance for the lapsed period (priced at the current rate) plus a 12-month (minimum) Service Contract from current day forward.
- 1.4 If the End of Service (EOS) date is less than 12 months away, contract time will be EOS date minus current date (subject to the availability of spare parts per Logistics Planning approval).

2. Eligibility

An OOW system is eligible for a Service Contract renewal if:

- 2.1. Product Location and End-User customer is consistent with previous Warranty or Uplifted Contract and the system has only been maintained by an authorized Quantum Service Provider.
- 2.2. If Product Location and/or End-User owner has changed, the product may still be eligible if:
 - a) Quantum was paid to de-install the system at the physical location as specified in the previous Service Contract.
 - b) Packing material was purchased from Quantum and was used to facilitate the re-location of the system.
 - c) Quantum was paid to re-install the system at the current physical location.
 - d) The system has only been maintained by an authorized Quantum Service Provider.
- 2.3. Quantum will not sell a Service Contract for a "grey market" system or drive. A "grey market" system or drive is defined as a system or drive that was not purchased from Quantum or one of Quantum's authorized Resellers. This policy is designed to specifically exclude Quantum systems that were purchased on the "grey market" (e.g., eBay, etc.). Quantum cannot assume the responsibility and risk for systems that were not properly de-installed, packaged for transport, and re-installed in accordance with the defined product procedures. The Quantum Service Team does not have the all the tools and procedures necessary to ensure a product was not damaged/bent due to improper de-install, re-install, and/or transport.

3. Time and Materials

- 3.1 An End-User customer may elect to purchase Time and Material support from Quantum in lieu of purchasing a Service Contract. The Quantum Time and Material service response will be on a "best-effort" basis, Monday through Friday during normal working hours (8:00am – 5:00pm), with a minimum response time typically between three to five business days so the Regional Quantum Service Team has sufficient time to allocate resources to the service call. Quantum will not provide an escalated response for a Time and Material service call (i.e., after-hours, weekends, or Quantum-recognized holidays).
- 3.2 Time and Materials Pricing Guidelines:a) \$2,500 for Daily Onsite T&M Rateb) \$750 for up to four hours of Phone Support in a single day - Hardwarec) \$1000 for up to four hours of Phone Support in a single day - Softwared) List Price for necessary spare partse) An Out-of-Area Travel Charge of \$2,000 per round-trip travel event will be required if the travel time to the End-User customer site is greater than three hours or if travel to the End-User customer site requires airfare.

4. Frequently Asked Questions

- 4.1 What is a "grey market" system or drive?A "grey market" system or drive is defined as a system or drive that was not purchased from Quantum or one of Quantum's authorized Resellers. An example of a "grey market" system is an i500 that was purchased on EBay.
- 4.2 Why doesn't Quantum sell Service Contract Renewals on OOW "grey market" drives?The Quantum Service Team cannot readily determine if a "grey market" drive has internal contamination, which can easily migrate to tapes and other drives. Therefore, Quantum will not sell a Service Contract for a unit containing "grey market" drives under any circumstance.
- 4.3 Why does the Quantum Service Team have to handle all non-customer installable product relocations?The Quantum Service Team does not have the all the tools and procedures necessary to ensure that a product relocated by a non-Quantum party was not damaged/bent due to improper de-install, re-install, and/or transport.
- 4.4 How does this Out of Warranty policy affect the Recertification policy?This Out of Warranty policy supersedes all previous Recertification policies. Quantum does not have an official Recertification policy.

Purchase Order Instructions

- 1. Seller**

Address and send the purchase order to the Company and Remit To Address or Overnight Address shown in the "Quantum Information" section on the cover page to the attention of the person listed under "Quoted By" on the cover page.

For EMEA only, purchase orders may be sent via fax or email as listed under "Quoted By" on the cover page.
- 2. Purchase Order Information**

Purchase orders must be printed on customer's official letterhead or system-generated PO and must include the following information:

 - PO number
 - PO issue date
 - Name, e-mail address and telephone number of the person administering the PO
 - E-mail address for invoices and SOA remittance
- 3. Quote Number**

The Quantum quote number must be printed on the purchase order
- 4. Bill-To Entity/Address**

Required information to ensure accurate invoicing:

 - Bill-To Customer Name
 - Bill-To Customer Address
 - Bill-To Contact Person Name, Phone Number, Email Address
- 5. Ship-To Entity/Address**

Required information to ensure delivery to the correct location:

 - Ship-To Customer Name
 - Ship-To Customer Address
 - Ship-To Contact Person Name and Phone Number
- 6. Services Ordered**

Quantum Model Number, Quantity, Part Description and Unit Price for each part must be printed on the PO. Line items, amounts and total must match the quote.
- 7. End-User Information**

Required information to be provided for all orders:

 - End-User Company Name
 - End-User Address
 - End-User Contact Person Name and Phone Number
- 8. Payment Terms**

Net 30 days.
- 9. Currency**

PO currency and funds received must match the currency shown on the quote.