# Contract Information Sheet

<table>
<thead>
<tr>
<th>Agency Contract Number</th>
<th>9465597</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Name</td>
<td>ABSOLUTE SOFTWARE</td>
</tr>
<tr>
<td>Effective Date</td>
<td>Feb 15, 2007</td>
</tr>
<tr>
<td>Ending Date</td>
<td>Feb 14, 2008</td>
</tr>
</tbody>
</table>

Available to all State of Georgia Agencies and political sub-divisions

| ABSOLUTE SOFTWARE INC  
Suite 800 - 111 Dunsmuir Street  
Vancouver, BC V686A3 |
| Contact: Charles Springgay  
Phone: (877) 337-0188  
Fax: (604) 730-2621  
e-mail: cspringgay@absolute.com |

Product description and pricing are on attached “Pricing Page”

For UGA: Purchases can be made by Purchase Order or by Procurement Card  
A “templet” of the Purchase Order format is attached to assist in providing the required information for Absolute Software to process your order

For Others: Contact Absolute Software for ordering details

**FULL CONTRACT DETAILS ARE AVAILABLE AT THIS SITE:**

[Absolute Software Agency Contract](#)
UGA CompuTrace Data Protection

To purchase CompuTrace Data Protection:
2. Print form
3. Order item #1 ($12.00 per year/per computer (UGA Only))
   a. Purchase includes:
      i. Inventory Management
      ii. Asset Tracking
      iii. Asset Recovery (UGA/GBI)
      iv. Data Delete

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**Contract Ordering Page:**

UNIVERSITY OF GEORGIA
AGENCY CONTRACT 9465597 PRICING SHEET
PC ASSET TRACKING AND/OR THEFT RECOVERY SOFTWARE

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>DESCRIPTION</th>
<th>UNIT PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PRICE BASED ON 1+ LICENSE QUANTITY</td>
<td></td>
</tr>
</tbody>
</table>

1. COMPUTRACE DATA PROTECTION - UGA ONLY
   PC ASSET TRACKING - THEFT RECOVERY (by customer) - DATA DELETE
   1 YEAR - PART NO. **CDP-UGA-12** $12.00

4. It is strongly recommended that the Unit Security Liaison (USL) order the Absolute CompuTrace Data Protection or someone that will be able to install software, generate reports, report the computer missing/lost/stolen to UGA PD & Absolute and coordinate the “data delete” request. The following information is required to purchase:
   a. Full Name (this is the name that will be used as primary point of contact and secondary point of contact, support and reporting)
   b. Contact phone number (primary and secondary contacts)
   c. UGA email address (email address will be used to send the download instructions and download code)
   d. Name of major academic or administrative area unit/dept and sub unit (see UGA Procurement form for proper unit/dept name and below):
Example of major unit and minor unit: Senior Vice President for Academic Affairs and Provost → School of Social Work

Senior Vice President for Academic Affairs and Provost
Senior Vice President for Finance and Administration
Senior Vice President for External Affairs
Vice President for Instruction
Vice President for Public Affairs
Vice President for Public Service and Outreach
Vice President for Research
Vice President for Student Affairs

**Template of actual purchase request Continuation sheet**

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>DESCRIPTION</th>
<th>QUANTITY/UNIT</th>
<th>BRAND AND MODEL</th>
<th>PRICE/UNIT</th>
<th>EXTENSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>200-0000</td>
<td>SOFTWARE, COMPUTRACE DATA PROTECTION-UGA PC ASSET TRACKING/ THEFT RECOVERY BY UGA DATA DELETE ABSOLUTE PART NO. CDP-UGA12- ONE YEAR</td>
<td>50 EA</td>
<td></td>
<td>12.00</td>
<td>600.00</td>
</tr>
</tbody>
</table>

MAJOR ACADEMIC/ ADMINISTRATIVE UNIT

SCHOOL/DEPT/UNIT NAME

PRIMARY CONTACT: ________________________
PHONE: ________________________
E-MAIL: ________________________

SECONDARY CONTACT: ________________________
PHONE: ________________________
E-MAIL: ________________________

NOTE TO UGA DEPT:
DO NOT COMPLETE AND RETURN THIS WITH YOUR PURCHASE REQUEST!
THIS TEMPLATE IS TO SHOW YOU WHAT INFORMATION IS NEEDED AND HOW TO PRESENT THIS ON YOUR PURCHASE REQUEST.

ORDER TOTAL $600.00
5. An email will be sent from Absolute to the email address entered in step 4-c. The email will verify the purchase, download instructions and installation instructions.

After receiving email order verification and instructions on downloading from Absolute software:

Sample Absolute email format:

Dear Absolute Customer:

Thank you for purchasing Computrace Data Protection for PC & MAC, Absolute's secure asset tracking and inventory management service. We are committed to your complete satisfaction with this service.

You will now have the Computrace technology platform working for you! The Computrace technology platform is comprised of the Computrace Agent and the Absolute Monitoring Center. The Agent is the client software that powers the AbsoluteTrack service in conjunction with the Monitoring Center.

Computrace Agent - The Agent resides on the hard drive of host PCs and transmits asset data to the Monitoring Center via an Internet or phone connection. Reliable and persistent, the Agent is not visible in file directories and is very difficult to accidentally, or deliberately, delete. It even survives most hard drive reformatting or repartitioning, and an F-disk command.

Absolute Monitoring Center - Secure, central repository at Absolute Software where all asset data is kept. Authorized administrators can access asset data 24 hours a day, 7 days a week via self-serve reports in the Customer Center area of www.absolute.com.

INSTALLING THE COMPUTRACE AGENT

The enclosed ZIP file contains all of the files you require to install the Computrace Agent. The unique Electronic Serial Number (ESN) for your purchase has been embedded into the installation files.

Important: If you have trouble installing, please contact our Technical Support team to arrange an alternate method to obtain the Computrace Agent. Below are one agent for PC & one for MAC.

PC

MAC

Once you have installed the Computrace Agent, you can use your web browser to access the secure Absolute Customer Center where you can create and view reports on your PC assets.

To access the Customer Center:

Go to http://www.absolute.com

Click the Corporate Login button.

In the Customer Login area, enter the following User ID and password:
User ID: (Do not use this name)

Password: (Do not use this password)

We recommend that you change your password once you log in to the Customer Center.

For complete information on installing the Computrace Agent and using the Monitoring Center, click the Documentation link on the bottom left of the Customer Center home page.

Technical Support

If you have product questions, please contact us at 1-888-999-9857 (Monday-Friday, 6 AM to 6 PM PST) or techsupport@absolute.com.

Sales Department

For more information on Absolute products and pricing, please contact your sales representative, , at 1-800-220-0733 x (Monday-Friday, 7 AM to 5 PM PST) or sales@absolute.com.

Thank you for your business,

Absolute Software

-----------------------------------END OF EMAIL SAMPLE-----------------------------------

1. Follow the URL in the email to the Absolute website for downloading the Absolute Computrace ‘.msi’ file.
2. Choose either PC or Macintosh (download file)
3. Download Absolute Computrace Data Protection software (recommend downloading to a USB memory-stick for portability and control)

Installation of Absolute Computrace Data Protection software:
1. Insert the USB memory stick into the USB slot and open “My Computer” and select the USB drive.
2. Locate the ‘.msi’ file on the USB device and double click the ‘.msi’ file (computrace.msi)
3. Installation time approximately 2-4 minutes (+/-)
4. No configuration options
5. “Installation successful/complete”.
6. Mandatory reboot
7. Absolute Computrace Data protection software will contact the Absolute software server within 24 hours.
Verify installation success & computer reporting (phoning-home) to Absolute:

1. Check CompuTrace Customer Center portal go to:
   <http://www.absolute.com/support/default.asp>

2. Select "LOGIN" (blue field – top of page) "LOGIN PAGE" is displayed
3. Select “Customers Center”, under Corporate Customers
4. “CompuTrace Customer Center” is displayed
5. Login using login name supplied via email from Absolute

Important Note:
To create a new account or to register new licenses, please contact Absolute Software’s Technical Support team at 1-888-999-9957 (from 6AM to 6PM Pacific Standard Time, 9AM to 9PM Eastern Standard Time, Monday through Friday) or TechnicalSupport@Absolute.com

Calling all CompuTrace Champions: Speak Up!
We’re looking for CompuTrace customers to share their success stories with the media. Click here to learn more!

Login ID
Password
[Log in]
Forgot your Password?

Report a Theft
If your computer is lost or you suspect it has been stolen, please report the incident to us immediately, so we can start tracking your computer the next time it calls the Absolute Software Monitoring Center.

Please have your electronic serial number (ESN) ready as well as any identifying documentation, on your computer.

To report a theft by phone, call 1-800-81-
THEFT (84338) or e-mail the Absolute Software Recovery Team at recovery@absolute.com

To report a theft online, log in to the CompuTrace Customer Center and use the online Report a Theft form.

Note: CompuTrace Customer Center only supports browsing with Internet Explorer.

If you have already installed the CompuTrace Agent and set up your user account, enter your user ID and password to access the CompuTrace Customer Center. NOTE: This user ID and password are NOT the same as the ones printed on your CompuTrace Agent CD.

If you purchased your computer with CompuTrace preinstalled by the manufacturer, an account has already been created for you. Please contact us at TechnicalSupport@Absolute.com or at 1-888-999-9957 to obtain your user ID and password.

Privacy Policy | License Agreement
Copyright © 1999-2007 Absolute Software Corporation. All rights reserved.
6. Check "Account Summary" on right hand side of the Customer Center portal page

Absolute software Customer Support:

1. **All UGA support** issues are handled by Absolute software (do not call the UGA Helpdesk or UGA InfoSec). All other USG institutions please call your local helpdesk or call Absolute directly for support:

   Technical Support Rep  
   Vancouver, BC  
   Ajeshni Deo  
   1-800-220-0733 x150  
   Email: adeo@absolute.com

   Technical Account Manager in Georgia  
   Royce Murray  
   770-993-8096  
   Email: rmurray@absolute.com

Access the Support website from the UGA Customer Center portal at:  
<http://www.absolute.com/support/default.asp>
Sales & Customer Support contacts are:

Territory Manager
Vancouver, BC
Charles Springgay
1-877-337-0188
Email: cspringgay@absolute.com

Account Executive
Georgia
Tom Shaw
770-855-7150
Email: tshaw@absolute.com

Generating Absolute Reports:
1. Go to: <http://www.absolute.com/support/default.asp>
2. Locate “LOGIN”
3. Select “Customer Care Center” login link
4. Use the login name and password received via email
5. View “Account Summary”
6. Select “Reports”
7. Select any of the 7 different categories of reports

To report a stolen computer:
1. Go to UGA PD immediately to complete a police report, you will need the police report number before reporting loss or stolen computer to Absolute.

NOTE: It is strongly recommended that you go to the UGA-PD and report theft to Absolute within hours of each other. As soon as reported to Absolute, your PC/Mac will start calling Absolute more frequently. If you are not able to go to the UGA PD, at least report to Absolute.

2. Go to: <http://www.absolute.com/support/default.asp>
3. Location “LOGIN”
4. Select “Corporate Customers” login link
5. Use the login name and password sent via email
7. Select “Make a New Report” or view existing report “Reports made”

8. Fill in all information. You will need a local police report number.
9. Press “Send This Report”

To invoke “Data Delete”:

Note: All “Data Delete” options must be authorized by Academic or Administrative Unit/Dept Head representative

1. System must be flagged for “Data Delete” option prior to requesting data delete

NOTE: Notify UGA Data Delete Designee, the designee will verify and confirm the machine being selected for the “Data Delete.” A screenshot of the computer selected for “Data Delete” must be verified prior to delete authorization.

2. Go to the CompuTrace Customer Center

3. Select “Report a Theft/Data Delete”
4. Select “Data Delete”

Removing CompuTrace Data Protection from a computer:

To re-new annual CompuTrace Data Protection license:
2. Must be re-purchased annually. Renewal price currently under negotiations.