

RealNetworks Inc.
 2601 Elliot Ave
 Seattle, WA 98121
 800-444-8011



Quote #: 1-13JQHZ
Quote Expiration: 3/20/2012
Quote Generated: 12/19/2011

Customer	UMassOnline
Address	333 South Street Suite 450
City, State, Postal Code	Shrewsbury MA 01545
Country	United States
Contact	Stefanie Henderson
Email address	shenderson@umassonline.net
Phone Number	(774) 455-7607
Fax Number	

Products

Item Number	Item Description	Qty	Selling Price
10010840	Helix Universal Server Redundant Option License	1	\$2,000.00
10010840S	Helix Universal Server Redundant Option - Silver Support	1	\$400.00
25000115S	Helix Server Unlimited - Mobile Edition - Silver Support (additional 20% off \$4,160) U&S POP 5/23/2012 to 5/22/2013	1	\$3,328.00

Tax:	\$0.00
Shipping and Handling:	
Total:	\$1,200.005,728.00

Comment:

Exclusive of taxes - All payments due hereunder are exclusive of any applicable taxes. Participant shall be responsible for all applicable, national, state, and local taxes, value added or state taxes, tariffs, exchange, interest, banking collection, royalties, and other charges, and levies and assessments pertaining to payments other than U.S. taxes based on RealNetworks' income.

Payment Terms: 30 Net

All software will be delivered electronically.

All use of software products will be governed by the End User License Agreement (EULA) included with each software product. This Quote, together with any applicable EULAs, represents the entire agreement with Customer, supersedes prior agreements and any provisions in any Customer's acceptances, acknowledgments or purchase orders delivered at any time to RealNetworks.

TAX will always be added where applicable.

Upgrades and support, if purchased, will be provided under Real Networks' standard technical support policies

Order Process:

RealNetworks Inc.
2601 Elliot Ave
Seattle, WA 98121
800-444-8011



To order this solution please fax a purchase order to this office on (206) 239-0377 clearly marked for my attention. Alternatively you can email it to me. Please include the following details on the purchase order:

- Product details and pricing (as shown above)
- Name of primary contact (incl. tel.# and email address)
- Full bill-to address with contact name (incl. tel.# and email address)
- Full ship-to address with contact name (incl. tel.# and email address)
- Tax Exempt ID, if applicable
- Email address where you wish the license key to be sent

It is RealNetworks' policy not to release products until payment has been received in the case of customers without a confirmed credit-line. Experience indicates that a wire transfer can be made within 24 hrs. with your bank. Electronic delivery of goods typically takes 3 working days after payment has been credited on our account and purchase order has been received and accepted. Wire transfer details are as follows:

Bank of America - Seattle, WA, USA
Seattle, Washington Branch
ACH Routing #: 125000024
Wire Transfer routing #0260-0959-3
Beneficiary: RealNetworks, Inc.
Bnf Acct #: (WA acct) 68441302

For check payment method, please remit to the following address:

File 30136
PO Box 60000
San Francisco, CA 94160

Payment will be made in USD

If you have any questions regarding this quote, please contact:

Sales Contact: **Charles Johnson**
Phone: **206-892-6192**
Fax: (206) 239-0377
Email: cjohnson@real.com

Thank you for your interest in RealNetworks!