Master License Agreement

www.netiq.com
www.novell.com
www.suse.com

Program Guide
April 2013
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Master License Agreement Program Guide

By meeting the program purchase requirements and signing the MLA, you gain access to rewarding benefits that are unique to this program.

Licensing
NetIQ and Novell: Choice of Perpetual or Subscription Licenses
For most products, you have the flexibility to choose perpetual or subscription licenses. We sell perpetual licenses with first-year Priority Maintenance, which includes product upgrades, updates and technical support. At the end of the first year, you can purchase renewal Maintenance for perpetual licenses. Subscription licenses are software leases: You can use the software as long your subscriptions are current. Subscription licenses include Maintenance during the subscription term and offer simplified budget planning, consistent annual payments and lower initial software-adoption costs.

SUSE Software
You are licensed to use SUSE software according to the Master License Agreement, the End User License Agreement (EULA) and the open source license(s) that apply to specific software packages within the product. When you purchase a subscription for a SUSE product, your subscription will include software upgrades, updates and technical support for the duration of your subscription (hereafter, a “SUSE Subscription”).

Maintenance and SUSE Subscriptions
Maintenance is a critical component of our NetIQ and Novell buying programs, and SUSE Subscriptions are critical components of our SUSE buying programs. Maintenance and SUSE Subscriptions are part of our ongoing commitment to help you achieve success with your solutions and products. With Maintenance and SUSE Subscriptions, you receive the software upgrades, updates and technical support you need to manage costs, minimize risks and focus on meeting your business objectives.

The information presented here is applicable worldwide (with exceptions as noted) and generally describes the MLA. This program guide is subject to change. Dollar amounts provided in this document are in U.S. dollars. Some licensing benefits may vary by geographic region. Please contact our local office for additional information. All buying programs are governed by the terms and conditions of the specific license agreement that incorporates the information provided in this program guide.
Product Upgrades and Updates
Maintenance and SUSE Subscriptions provide you with immediate access to new software releases and updates without additional costs, complicated budgeting cycles or individual software purchase requests. You can obtain the latest upgrades and updates automatically for access to the features and functionality that can help you maintain the highest levels of security and productivity.

Technical Support
Your Priority Maintenance or Standard or Priority SUSE Subscription entitles you to a direct connection to our award-winning support organization. The greater your annual Maintenance or SUSE Subscription spend level, the more technical support you may receive. Every MLA customer receives:

- Unlimited, 24-hour access for Priority
- Unlimited 12-hour business day access for Standard (only an option for SUSE Subscription customers)
- Fast and predictable response times
- Access to industry-leading support tools

Your total Maintenance or SUSE Subscription spend level may also entitle you to higher-level services included in the advanced and enterprise levels of Premium Service, such as:

- Dedicated support resources
- Service account management
- Senior engineer service requests
- Additional tools

Price Protection
As an MLA customer, you and any subsidiaries joining your existing MLA parent contract benefit from price protection on perpetual and subscription software licenses and Maintenance and SUSE Subscription purchases, locking in pricing for the current term of the agreement. Price protection guarantees that prices for incremental purchases of the same products will not increase over the term of your agreement. With price protection you can also take advantage of any price reductions, should we release them, for your price-protected items.

At the time of your renewal, we will reset all prices according to the then-current MLA price list. We will also reset all Maintenance or SUSE Subscription renewals that will be due after the end of the then-current MLA term according to the then-current MLA price list. Keep in mind: Price protection does not apply to licenses that you deploy or use prior to purchase (that is, in cases of non-compliance issues), promotional or special or exception-based pricing, or purchases for additional services—such as Premium Service, consulting or training.

MLA Program and Discount Qualification
Typically, you must spend at least US$1 million annually with an affiliated business unit under this program to qualify for the MLA. However, with prior approval, you may qualify to participate in the MLA by spending a minimum of US$100,000 net (after discounts) annually, in perpetual or subscription software licenses, Maintenance or SUSE Subscriptions, services or any other MLA offering. We apply the amount you spend annually on all MLA agreements with the applicable business unit toward your annual spend requirement.

Your initial MLA order determines your initial discount level. At any time, you may request that we review your annual purchase history. If your purchases qualify, we will assign you a new membership level.

<table>
<thead>
<tr>
<th>MLA Discount Level</th>
<th>Required Minimum Spend in U.S. Currency</th>
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<tbody>
<tr>
<td>1</td>
<td>$100,000 with the required prior approval</td>
</tr>
<tr>
<td>2</td>
<td>$500,000 with the required prior approval</td>
</tr>
<tr>
<td>3</td>
<td>$1 million</td>
</tr>
<tr>
<td>4</td>
<td>$2.5 million</td>
</tr>
<tr>
<td>5</td>
<td>$5 million</td>
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</table>

Your MLA discount is contingent upon meeting all program and contract requirements.

Simple MLA Pricing and Ordering Process
Ordering under the MLA is easy. Simply submit your purchase order directly to us or to your authorized reseller. Either way, you will receive the same contract discount level and your deliverables will be sent directly to you. Please keep in mind that licenses or SUSE Subscriptions that you deploy or use in advance of purchase can only be satisfied...
by direct transaction with us. Additionally, you must purchase non-compliant licenses within 30 days of discovery.

When you place your order, be sure to include the correct part numbers, pricing and contract information, including:

- Company name
- Contact information
- Billing address
- Maintenance or SUSE Subscription dates
- Value-added tax (VAT) number (where applicable)
- Contract number
- Other information required to process the order

You can obtain final pricing either directly from us or through your qualified authorized reseller.

MLA customers must place all orders via the MLA program. You cannot purchase products via the Volume License Agreement program if you already have an MLA with us.

Depending on your location, you may issue your purchase order and pay your fees in U.S. currency, euros or a local approved currency. All subsequent orders should be in the same currency unless you and we agree otherwise. Orders issued in response to quotes must correspond to the currency in which the quotes were made.

License, Maintenance, SUSE Subscriptions and other MLA purchases are not refundable except as may be expressly stated otherwise in your MLA agreement.

**Detailed Purchasing Requirements**

**SUSE Subscriptions**

You must purchase either Priority or Standard SUSE Subscriptions for all your SUSE products for the full duration of your MLA agreement. This includes SUSE products you previously acquired outside of your current MLA agreement. You must purchase SUSE Subscriptions for SUSE products you have deployed or used without associated SUSE Subscriptions within 30 days.

**NetIQ and Novell Perpetual Licenses**

When you purchase NetIQ or Novell perpetual licenses under the MLA program, you must purchase Priority Maintenance for all of the product licenses you own, for the full duration of your MLA agreement. This includes perpetual licenses you previously acquired outside of your current MLA agreement. After your initial purchase of perpetual licenses plus first-year Priority Maintenance, you only need to purchase renewal Priority Maintenance for these licenses for subsequent years. We assess back maintenance on non-compliant licenses.

**NetIQ and Novell Subscription Licenses**

We provide software subscription licenses as alternatives to most existing perpetual license offerings for NetIQ and Novell software products. Subscription licenses offer simplified budget planning, consistent annual payments and lower initial software-adoption costs. We sell subscription licenses for our non-SUSE products as annual offerings combined with one-year Priority Maintenance. Subscription license part numbers are only available in one-year subscriptions. If you want to purchase subscription licenses for multiple years up front, you may add one-year part numbers to the order until you reach the total number of years you want to purchase.

Licenses you purchase for a particular NetIQ or Novell product must be either all subscription or all perpetual. If you have already purchased perpetual licenses for a particular product, you must continue purchasing perpetual licenses when adding incremental licenses for the same product.

You will not accumulate any perpetual license vesting or credits when you purchase subscription licenses. You may move from subscription licenses to perpetual licenses at any time simply by paying full perpetual licensing fees. If your subscription license expires, you must immediately stop using and uninstall the software. If you continue to use the software beyond the subscription period, we will require you to purchase perpetual licenses.

**Maintenance or Subscription Availability, Past-version Product Rights**

You can purchase NetIQ and Novell Maintenance and SUSE Subscriptions during the General Support phase of the Product Support Lifecycle. Support beyond the General Support phase may be available for an additional fee plus current Maintenance or SUSE Subscription on the replacement product. With Maintenance and Subscriptions you are automatically entitled to new product upgrades and updates as soon as they become available. However, all products you license under the MLA are licensed for prior versions. You can purchase or subscribe to current product licenses or subscriptions without having to redeploy your installed versions. For example, if you purchase or subscribe to Product A 7.0, you may opt to use Product A 6.5 until you are ready to begin using the latest version.
Although you have the flexibility to run older versions of products, full support may only be available on the most recent versions.

Some of the benefits of past-version product rights include:

- **Flexibility**—You can choose the product version you want to install, yet still be licensed to use an earlier version when you choose to do so.
- **Lower Costs**—You can purchase latest-version licenses and choose to use an older version of the software. Because you are already licensed for the current version, you can migrate to the current version when you are ready at no additional cost.

Although you may be using a prior product version, the MLA license version you own determines the licensing requirements for this product. For example, if you are licensed for Product B 8.0 (which is licensed by user), but are using Product B 5.1 (licensed by server connection), you would determine licensing counts by user.

When possible, you should use your existing, previous-version media for installation: We will not always have media for previous versions available for new previous-version installations, and you may not make new copies of previous versions.

**MLA Back Maintenance or Subscription Purchases**

You may be required to pay back Maintenance or SUSE Subscription fees for past MLA annual periods and related license fees resulting from unlicensed use (because of contract-compliance issues such as audit findings or other late payments). The MLA price-protected rates from previous, expired MLA terms do not apply to purchases of back Maintenance or SUSE Subscription payments.

You are responsible for purchasing SUSE Subscriptions, or NetIQ or Novell Maintenance for software licenses, from the day you copy, install or use our software products. If you cannot provide reasonable evidence of the copying, installation or use date, you may be required to pay back Maintenance or SUSE Subscription fees from the initial date of product purchase, in addition to NetIQ or Novell license fees for unlicensed software copying, installation or use.

**Agreement Terms**

The MLA contract has a two-year term. We divide each contract term into annual periods. MLA contracts are evergreen, meaning they automatically renew after each term for an additional two-year term, unless you provide written notice of termination in accordance with your MLA termination provisions. To help you make the most of your budget, the MLA term date does not restrict the number of yearly Maintenance or SUSE Subscription purchases. For example, if you reach the first annual period in June 2011 and wish to purchase two years of Maintenance or SUSE Subscription at that time, you may do so, setting the date for your next Maintenance or SUSE Subscription renewal for June 2013, a year past your contract renewal date. Of course, you are still obligated to buy Maintenance or SUSE Subscriptions for additional products or licenses you use or purchase through that time.

![Figure 1. Maintenance Renewal Periods](image)

You may purchase Maintenance or SUSE Subscriptions for one or more years of coverage, or opt to prorate if you purchase products in the middle of your MLA annual period. For example, if you purchase Product A at the beginning of an MLA annual period and need to purchase additional Product A licenses in the middle of the same annual period, you may prorate the cost of SUSE Subscriptions, or the cost of Maintenance on the additional licenses, based on the number of months remaining in the annual period, giving you a single Subscription or Maintenance renewal date for all your Product A licenses. Please note that you must purchase perpetual or subscription licenses and SUSE Subscriptions before deploying or using the product, even during the course of an active MLA period.

**Membership Forms**

MLA customer locations wishing to order as members under a parent’s MLA contract must sign a membership form and submit it to our company. By signing and submitting the membership form, the MLA ordering location is executing its own agreement with us. Even so, the parent and all member agreements are linked together for the purpose of maintaining consistent contract start and end dates, and also for discount qualification purposes. We require this form for any location that wants to purchase for itself, select options different from those of other locations within the company, or select its own qualified authorized reseller.
Following are guidelines to remember when you sign the MLA membership form:

- All separate MLA ordering locations that require different bill-to addresses from those of the parent or other subsidiary locations must complete a membership form.
- The address you use on the customer purchase order determines the bill-to address.
- We require a minimum purchase of US$5,000 net with each membership form. Subsidiaries must maintain a minimum annual net spend of US$5,000.
- Each location must complete and sign a membership form and return it to the address given on the form.
- Upon approval of the membership form, we will assign a unique agreement number for the location. You can then place orders referencing this number.

Maintenance and Subscription Renewals
Your NetIQ and Novell Maintenance and non-perpetual software subscription licenses and SUSE Subscriptions will automatically renew. This ensures you will not experience unintentional lapses in coverage. We require NetIQ and Novell Maintenance and SUSE Subscription renewals under the MLA program. However, you may discontinue NetIQ or Novell non-perpetual software subscription licenses, if you notify us in writing or by email 30 days prior to your annual period renewal date. If we have not received written notice of intent to discontinue, we or an authorized partner may invoice you for the renewal.

You may choose not to renew the MLA agreement at the conclusion of any term by providing advance written notification according to the termination provisions in your MLA contract. Please refer to your MLA contract for specific termination requirements.

Purchase Order Due Date and Administration Fee
MLA purchase orders for Maintenance, SUSE Subscriptions and software subscription license renewals are due five days prior to your annual period renewal date. If you do not submit your renewal purchase order to us or an authorized partner by the due date, and you have not provided notice of intent to discontinue at least 30 days before the due date, you may incur an order administration fee, which we or our authorized partner will add to your invoice. The administration fee may be as much as 10 percent of the renewal order value. See the business-specific appendices at the end of this document for further details about canceling MLA subscriptions.

Additional Support, Training and Consulting Services
Our service offerings give you peace of mind as you design, build and support your IT systems. As an added benefit, they help you reach new discount levels under the MLA program. You can build a customized package to meet your needs and maximize the value of your investment in our products. Pricing for upgrade, standalone and add-on support services is available on the price list.

We provide a broad spectrum of certification and training opportunities to support the solutions that power your business. With our certification and training, you can be prepared to meet the complexities and challenges of managing your technology while maximizing its full business potential. Whatever your learning style, we have a training option to meet your needs.

We also provide direct consulting services to help you implement the best enterprise technology solutions based on our products.

For services we provide under the MLA through a statement of work, the MLA terms (or a separately signed services agreement, if applicable) cover the services. If you have a non-standard MLA that does not contain services terms, in the absence of a separately signed services agreement the terms and conditions located at [www.novell.com/licensing/contracts/services_tc.pdf](http://www.novell.com/licensing/contracts/services_tc.pdf) cover the purchase and are considered as part of this program guide.

Appendix—NetIQ
Notifications for Software Updates
You can subscribe to receive notifications of software updates at Customer Center. Visit [www.netiq.com/support](http://www.netiq.com/support) for links to Customer Center, discussion forums, available updates and more.

Cancellation Details
You must notify us of your intent to discontinue subscription licenses 30 days before your annual period renewal date. Send cancellation notifications to one of the following addresses:

Email:
- [pricing@netiq.com](mailto:pricing@netiq.com)
Mailing address:

- **For North America, Canada, Latin America and Asia Pacific:**
  NetIQ Corporation, Attn: Legal Department, 1233 West Loop South, Suite 810, Houston, TX 77027

- **For Europe, the Middle East and Africa:**
  Novell Ireland, Attn: Contract Administration, Corrig Court, Corrig Road, Sandyford Business Estate, Sandyford, Dublin 18 Ireland

**Business-to-Consumer and Government-to-Citizen Licensing**

We offer Business-to-Consumer or Government-to-Citizen licenses for a select number of products. This license option allows customers supporting large numbers of users outside their own organizations (for example, customers providing external solutions such as online user accounts for their banking customers) to purchase licenses at a discounted list price. We provide separate Business-to-Consumer and Government-to-Citizen license SKUs to facilitate such orders. Customers purchasing licenses under this model must adhere to the following definitions for Business-to-Consumer and Government-to-Citizen orders, must purchase enough licenses to support their usage, and may not allow or enable consumers or citizens to have physical or administrative access to the software or servers on which it resides.

You cannot use Business-to-Consumer or Government-to-Citizen licenses in a hosting, outsourcing or software deployment model where you provide the application as a software-on-demand, hosted or similar service.

**DEFINITIONS**

"Consumer" means any entity or person outside your organization to whom you provide services or goods as part of your normal business operations, except that it does not include your current or former employees, agents, contractors or suppliers.

"Citizen" means a citizen or resident to whom a Governmental Entity provides services or goods as part of its normal business operations, except that it does not include current or former employees, agents, contractors or suppliers.

"Governmental Entity" shall mean a government-owned or affiliated entity performing services or duties of a public character for the benefit of all citizens of a community and whose primary purpose is not to generate a profit. Government-owned or affiliated telecommunications, media, utilities or mining companies are not Governmental Entities. If there is an issue concerning whether an organization is a Governmental Entity, our opinion will prevail so long as it treats similarly situated entities the same.

**Academic Institutions.** If an academic institution meets the requirements for a Business-to-Consumer or Government-to-Citizen licensing option, it can qualify its alumni and parents or guardians of its students or alumni as Consumers or Citizens. However, current part- or full-time students and current or former part- or full-time faculty or staff, other employees, agents, contractors or suppliers do not qualify.

It is your responsibility to validate and support your purchase and use of licenses under the licensing option. We recommend that you segregate the user objects you identify for Business-to-Consumer or Government-to-Citizen licensing by creating a separate directory tree for such users that is completely distinct from your employee-based production environment.

**Product Support Lifecycle**

You should periodically review the product support lifecycle information for your NetIQ products. This information can be found on: [www.netiq.com/support](http://www.netiq.com/support)

**Appendix—Novell**

**Notifications for Software Updates**

You can subscribe to receive notifications of software updates on Novell Customer Center. Visit [www.novell.com/support](http://www.novell.com/support) for links to Novell Customer Center, discussion forums, product downloads and more.

**Cancellation Details**

You must notify us of your intent to discontinue subscription licenses 30 days before your annual period renewal date. Send cancellation notifications to one of the following addresses:

Email:

- [pricing@novell.com](mailto:pricing@novell.com)
Mailing address:
- **For North America, Canada, Latin America and Asia Pacific:**
  Novell, Inc. Attn: Contracts & Negotiations, 1800 South Novell Place, M/S PRV-H-544, Provo, UT 84606
- **For Europe, the Middle East and Africa:**
  Novell Ireland. Attn: Contract Administration, Corrig Court, Corrig Road, Sandyford Business Estate, Sandyford, Dublin 18 Ireland

**Product Support Lifecycle**
You should periodically review the product support lifecycle information for your Novell products. This information can be found on: http://support.novell.com/lifecycle

**Appendix—SUSE**

**Notifications for Software Updates**
You can subscribe to receive notifications of software updates at Customer Center. Visit www.suse.com/support for links to Customer Center, discussion forums, product downloads and more.

**Cancellation Details**
You must notify us of your intent to discontinue subscriptions 30 days before your annual period renewal date. Send cancellation notifications to one of the following addresses:

- **Email:**
  - pricing@suse.com

Mailing address:
- **For North America, Canada, Latin America and Asia Pacific:**
  Novell, Inc. Attn: Contracts & Negotiations, 1800 South Novell Place, M/S PRV-H-544, Provo, UT 84606
- **For Europe, the Middle East and Africa:**
  Novell Ireland. Attn: Contract Administration, Corrig Court, Corrig Road, Sandyford Business Estate, Sandyford, Dublin 18 Ireland

**Product Support Lifecycle**
You should periodically review the product support lifecycle information for your SUSE products. Product support lifecycle information can be found on: www.suse.com/support