

VLA Anniversary Date

Frequently Asked Questions

March 22, 2011

Can a VLA customer pro-rate maintenance for less than 12 months when purchasing a licenses?

No. A full year of maintenance must be purchased with any license purchase.

Can a VLA customer pro-rate maintenance for less than 12 months?

Yes. Maintenance should be pro-rated at renewal time for products that were purchased in the middle of the VLA Annual Renewal Period.

Example - if you purchase Identity Manager licenses at the beginning of an VLA Annual Renewal Period and find you need to purchase additional licenses in the middle of the same VLA Annual Renewal Period, at renewal time you pro-rate the cost of the Maintenance to the number of months remaining in the VLA Annual Renewal Period, giving you a single renewal date for your Identity Manager product.

Can a VLA customer select its annual renewal date?

Yes, a customer may indicate a requested renewal date for their VLA purchases, this request can be made **one time** by sending a renewal date request change to underwriting@novell.com.

Existing VLA customers renewal date will be determined by consolidating to the end date of the largest value renewal. Smaller value renewals will be pro-rated to the same end date as the largest value renewal.

New VLA customers renewal date is set when they place an order for the first time. Dates will default to the first day of the month following when the order is placed and ending the last day of the month 1 year later. Maintenance Renewals will then be pro-rated to meet this annual renewal date.

Example - if a new customer places an order on January 19, the maintenance dates would begin February 1 and end on Jan 31 of the following year. If they place an additional order on March 23, the maintenance dates would begin on April 1 and end on March 31. Renewal is due five days prior to the customer's Annual Renewal date of Jan 31. Maintenance originally purchased in Jan will require 12 months maintenance to be renewed, Maintenance originally purchased in March will have 10 months Maintenance to be renewed.

Can a VLA customer keep different renewal dates if it prefer?

No, there will be a single renewal date for each VLA customer site. A customer is unable to have multiple renewal dates within a single site.

Can a VLA customer purchase a stand alone license without maintenance?

No, because the program requires maintenance with all license purchases. All license purchases require 12 months maintenance. A combined License+Maintenance part numbers will be required with any new license purchase.

Can a VLA customer still purchase multiple years of maintenance?

Yes. Multiple years of maintenance may be purchased by indicating the applicable number of months when quoting/purchasing the maintenance part number. Pricing would be determined by pro-rated by taking the single year price, dividing this by 12 and multiplying it by the number of months for the multi-year deal. The end date of the maintenance must match the customer's annual renewal period. If licenses are included in the multiple-year deal, the 1st year may be quoted using the License+maintenance SKU for the first year and the maintenance only SKU for any additional years. The maintenance only SKU's need to match the annual period.

For example, If you were looking at creating a 3 year deal and the customer had a renewal date of July and was looking to place an order with licenses in Jan. You would:

Enter the quote with the License+maintenance part number with a start date of Feb 1, 2011 – Jan 2012 and Maintenance only part number with dates of Jan 2012- July 2014.

How is this helpful to VLA customers?

A single renewal date will simplify the budget process and reduce the number of e-notifications

This change will reduce Credit/Rebills as incorrect dates are the #1 reason for Credit/Rebills

Customers may choose the date to match their budget timelines. Initially, the largest renewal will determine the anniversary date and smaller renewals are consolidated to the end date of the largest.

Where do I get more information about the VLA program?

- The Novell Licensing Program website at: Novell.com/licensing