



## HOW TO COMPLETE THIS ORDER FORM

### Customer Information

Enter the contact details for the main location of the organisation requiring support access, consulting or training assistance.

### Bill To

Complete the contact details for billing – this is where the invoice will be sent.

### Service Start/End Date

Please enter the commencement date for the service. Unless otherwise agreed, agreements are annual contracts and the end date should be one year later than the start date.

### Service Packages

Select the packages and options you wish to purchase and enter the quantity and subtotal amount for that line item in the 'Extended Price' field.

Enter the total to be billed in the 'Extended Subtotal' field.

### Signature

Please choose ONE option:

- If you have NOT signed a Master Service Agreement with Novell previously, please view an online version of the MSA at the website shown, together with the description of services and indicate your acceptance by checking the first box.

- If you HAVE previously signed a Master Service Agreement with Novell for provision of services, please indicate the MSA number, view the description of services at the website shown and check the second box.

In both cases, complete the signature, name, date and purchase order number details below.

Note that your agreement to the description of services available online will be for the term of your service agreement. Any changes to service offerings will be notified to you at contract renewal.

**When all pages of this order form have been completed as described, please submit all pages, together with a purchase order to the fax number indicated.**



# Novell Services Order Form

(Valid until 31 Mar 2012)

For use in Australia and New Zealand.

Novell Pty Ltd (ABN 58 003 666 000)

Novell New Zealand Ltd (CN 835190)

## Customer Information

Company Name

Contact Name

Street Address

City State Postal Code

( ) ( )

Phone Email

Company ABN or CN (Required):

## Bill To

Company Name

Contact Name

Street Address

City State Postal Code

( ) ( )

Phone Fax

For office use only

SERVICE START DATE

SERVICE END DATE

## Novell Services Packages and Options

SUPPORT PACKAGES	PART NUMBER	LIST PRICE AU/NZ\$	QUANTITY	EXTENDED PRICE
Academic Service Request (SR) Pack†: 10 SRs (ALA/SLA customers only)	051-003344	\$6,043	/yr	
Academic Service Request (SR) Pack†: 20 SRs (ALA/SLA customers only)	051-003928	\$10,986	/yr	
Assigned Support Engineer (ASE) Package*	051-003341	\$53,000	/yr	
Primary Support Engineer (PSE) Package*	051-001606	\$103,000	/yr	
Dedicated Support Engineer (DSE) Package*	051-001610	\$293,000	/yr	
Assigned Support Engineer to Primary Support Engineer Upgrade	051-001580	\$51,000	/yr	
Assigned Support Engineer to Dedicated Support Engineer Upgrade	051-001581	\$240,000	/yr	
Primary Support Engineer to Dedicated Support Engineer Upgrade	051-001582	\$190,000	/yr	
Additional Assigned Support Engineer (ASE) Package**	051-004032	\$46,600	/yr	
Additional Primary Support Engineer (PSE) Package**	051-004033	\$83,000	/yr	
Additional Dedicated Support Engineer (DSE) Package**	051-004034	\$261,000	/yr	
Assigned Support Engineer upgrade from MLA Priority 2*	051-004035	\$46,600	/yr	
Assigned Support Engineer upgrade from MLA Advanced *	051-004036	\$42,100	/yr	
Primary Support Engineer upgrade from MLA Priority 2*	051-004037	\$88,000	/yr	
Primary Support Engineer upgrade from MLA Advanced 1*	051-004038	\$79,000	/yr	
Dedicated Support Engineer upgrade from MLA Priority 2*	051-004039	\$270,000	/yr	
Dedicated Support Engineer upgrade from MLA Advanced 1*	051-004040	\$252,000	/yr	
Advantage Service Requests 10 Pack*	051-004010	\$11,600	/yr	
Extended Support 5 SR pack***	051-002997	\$7,900	/yr	
GroupWise Extended Support 24x7, 5 SR pack***	051-004281	\$9,750	/yr	
NetWare Extended Support 24x7, 5 SR pack***	051-004282	\$2,250	/yr	
Project ASE (90 days)*	051-004336	\$13,200	/3 mths	
Project PSE (90 days)*	051-004250	\$28,400	/3 mths	
Service Account Management*	051-003774	\$16,800	/yr	
Scheduled Standby	051-001614	\$1,200	4 hours	
Reactive On-site support (1-5 Days)*‡	N/A	\$2,300	/day	
Pre-paid Services Bundle 1 (6-10 Days)‡	N/A	\$2,200	/day	



Pre-paid Services Bundle 2 (11-19 Days)‡	N/A	\$2,100	/day		
Pre-paid Services Bundle 3 (20+ Days)‡	N/A	\$2,000	/day		
ZENworks Migration Assurance 1.0 Standard Edition Direct Services	877-005894	\$16,200	/yr		
ZENworks Migration Assurance 1.0 Enterprise Edition Direct Services	877-005895	\$16,200	/yr		
ZENworks Migration Assurance 1.0 Standard Edition Support/Training	877-005896	\$4,630	/yr		
ZENworks Migration Assurance 1.0 Enterprise Edition Support/Training	877-005897	\$4,630	/yr		
Fast Track Upgrade NetWare to OES Enterprise Edition Direct Services	877-006062	\$15,300	/yr		
Fast Track Upgrade NetWare to OES Enterprise Edition Support/Training	877-006064	\$2,900	/yr		
Fast Track Upgrade NetWare to OES Standard Edition Direct Services	877-006061	\$15,300	/yr		
Fast Track Upgrade NetWare to OES Standard Edition Support/Training	877-006063	\$2,900	/yr		
Fast Track Teaming Direct Services 1 Year Support/Training	877-006360	\$13,800	/yr		
Fast Track Teaming 1 Year Support Training	877-006361	\$2,2240	/yr		

**\*Product must be covered by maintenance to buy these services**  
**\*\*Available to customers who have an existing Premium Service Engineer Package. The least expensive xSE receives the Additional Engineer pricing.**  
**\*\*\*See <http://support.novell.com/lifecycle/>. Available for products in Extended Support. Must have current maintenance on replacement product.**

0.869

0.869

**ALL PAYMENTS ARE DUE WITHIN THIRTY (30) CALENDAR DAYS FROM RECEIPT OF NOVELL'S INVOICE**

†NOTE: GST not applicable for services delivered by Novell entities outside of Australia / New Zealand.

0.869

Extended Subtotal:	
Billing Currency	AU\$ [ ] NZ\$ [ ]
<b>Total Amount Due AU\$/NZ\$:</b>	

‡ **Pre-paid Services Bundles** may be used to pre-purchase assistance from Novell Services (Consulting, Support and Training assistance) on a rate per day basis. The per day rates for 6-20+ days cannot be achieved through cumulative purchase of bundles. Travel related expenses incurred during delivery of these services will be billed at cost in addition to the quoted list prices above. Pre-paid Services Bundles are valid for 12 months as per the Start Date and End Date on this order form.

When used for Training the bundle can be used for specific training goals that customers or partners may have. Novell can run knowledge sharing sessions and skills transfer workshops to get your staff up to speed on specific technology areas – whether administrative level skills are required, tips and tricks, knowledge sharing or advanced technical troubleshooting skills are needed. 1 Pre-paid Service Day = 1 day of training, up to a maximum of 10 participants. Note that should course materials, classroom hire, facilities and catering be required, additional costs may be incurred. Contact your account representative for details of redemption rates and additional costs for the above exclusions.

When used for Consulting services consumption of Pre-paid Services days will be tracked via a short order Statement of Work (SoW), unless 5 days or fewer are being consumed.

Standard Working Hours: Novell standard working hours are 8:30am to 5:30pm. Any work undertaken at Customer's request outside normal business hours will be subject to the agreement between Novell and Customer, and this work will be typically billed at a rate of time and a half.

### NOVELL TECHNICAL SERVICES: AUTHORISED CONTACTS

When purchasing product maintenance from Novell, two members of staff per product covered may be nominated as Authorised Contacts able to log Service Requests, these Authorised Contacts are issued with a Contact ID.

**Novell technicians will not accept support calls from contacts other than those named.**

You can change your own contact information by visiting Novell Customer Center at [www.novell.com/customercenter](http://www.novell.com/customercenter)

### COLLECTION STATEMENT

We collect your personal information to provide you with the services that you have requested or ordered under your specific service agreement. If your personal information is not provided to us, then delivery of these services to you may be impaired or delayed.

We also collect your personal information to:

- allow other service providers to deliver services on our behalf or in accordance with a service agreement that includes technical support for non-Novell products or solutions; and
- provide you with information about additional products and services offered by us and other companies within the Novell Group.

To perform the above, we may disclose your personal information to other companies in the Novell Group, as well as external organisations that we engage for certain business functions including our mailing house, channel sales partners, outsourced call centre, database management company and delivery companies.

If you would like us to access, update, change, or delete information we have about you in our database (subject to any applicable legal exceptions), or would like to opt out of receiving further communications from us, please contact us at: [apac\\_premium@novell.com](mailto:apac_premium@novell.com).

Questions concerning Novell's privacy policy should be directed to:



Privacy Officer, Novell Pty Ltd, Lvl 8, 574 St Kilda Road, Melbourne Vic 3004, Australia. Phone: +61 3 9520 3500 Fax: +61 3 9520 3556

**MISCELLANEOUS**

Novell will provide Technical Service on all current versions of Novell software products. In respect of Novell software products that are customised for an environment or system, support is limited to the standard installation of that product without customisations, unless the Customer has an Assigned, Primary or Dedicated Support Engineer.

Novell will support non-current versions of Novell software products in accordance with the Novell Product Life Cycle available at <http://support.novell.com/lifecycle>. The Novell Product Life Cycle defines the duration and type of support available for specific Novell products as they move through their life cycle, as well as a current list of unsupported Novell software products. Novell reserves the right to limit or discontinue support of non-current versions of Novell software products from time to time.

**SIGNATURE**

BY SIGNING THIS ORDER FORM YOU CONFIRM THE INFORMATION PROVIDED IS TRUE AND CORRECT; THAT YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE CUSTOMER; AND YOU HAVE READ, UNDERSTOOD AND AGREE TO EITHER (PLEASE CHECK THE APPROPRIATE BOX):

THE TERMS AND CONDITIONS OF THE MASTER SERVICES AGREEMENT (MSA) AND THE PREMIUM SERVICE PROGRAM DESCRIPTION (BROCHURE) AVAILABLE at <http://www.novell.com/services/premium/apac/order.html>; OR

THE TERMS AND CONDITIONS OF CURRENT MSA # \_\_\_\_\_ (PLEASE INSERT) BETWEEN THE CUSTOMER AND NOVELL, AND THE PREMIUM SERVICE PROGRAM DESCRIPTION (BROCHURE) at <http://www.novell.com/services/premium/apac/order.html> CUSTOMER AGREES THAT THE THE TERM OF THE CURRENT MSA WILL AUTOMATICALLY BE RENEWED FOR ADDITIONAL TERMS OF TWO (2) YEARS UNTIL EITHER THE CUSTOMER OR NOVELL TERMINATES THE MSA IN ACCORDANCE WITH THE CURRENT MSA PROVISIONS. ALL SERVICES PROVIDED BY NOVELL ARE SUBJECT TO AND GOVERNED BY THE TERMS AND CONDITIONS OF THE MSA SELECTED OR NOMINATED ABOVE WHICH SHALL BE INCORPORATED BY REFERENCE.

\_\_\_\_\_  
AUTHORISED CUSTOMER SIGNATURE

\_\_\_\_\_  
NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PURCHASE ORDER NUMBER

**Please submit ALL PAGES of this Order Form AND a Customer Purchase Order to:**

**Novell Services Fax: (+61) 02 8281 3499**

To speak with a Novell representative regarding purchase of Novell Services packages, please call (+61) 02 8281 3400.



<b>Novell Internal Use Only</b>	
Novell Authorised Signature:	Novell Account Manager:
Name:	Date: