



SUSE® Linux Enterprise Server 8: Maintenance Extension Notice

SUSE® Linux Enterprise Server 8 reached the end of its product life in November 2007. To ensure that you can continue using this proven enterprise platform, Novell now offers a two-year extended support option†. With this extension, you will receive maintenance, security and Level 3 (L3) support that are normally unavailable at the end of the product lifecycle.

New Support Offering

SUSE Linux Enterprise Server 8 reached the end of its product life in November 2007. For most Novell® products, the end-of-life phase typically occurs when maintenance, security and Level 3 (L3) support are discontinued.

In response to customer demands, however, Novell now offers extended support for SUSE Linux Enterprise Server 8†. We want to ensure that you can continue using this powerful, reliable platform for your enterprise infrastructure. To help you achieve this goal, we have a new maintenance and support option that extends your maintenance, security and L3 support for an additional two years.

Support Details and Restrictions

Ideal for the enterprise customer, this offer covers the following SUSE Linux Enterprise Server 8 systems and support levels:

- **Platform:** Intel* 32-bit (i386) and IBM* S/390* 31-bit (s390) systems
- **L3 support for enterprise infrastructures**
 - Severity 1: Mission-critical program functions
 - Severity 2: Significant program functions for which no temporary solution exists
 - Support for complete server stacks
- **Security fixes on a proactive and reactive basis**

As mentioned above, this offering is available only to Novell customers with open-source-based packages. Binary-only software—such as Adobe* Acrobat* Reader*, Java* and others—will not be supported. Moreover, support for other complementary software (including Mozilla, PHP4 and SpamAssassin), will no longer be available.

■ Solutions:

Linux Operating Systems

■ Products:

SUSE Linux Enterprise Server 8



“Novell is the only company with the capacity to provide the enterprise Linux support we needed. We do most of our maintenance on evenings and weekends. Novell is always available and supports everything in our SUSE Linux environment, including the applications that run on it.”

Adam Gray

CTO
Novacoast

† This offer is limited to existing SUSE Linux Enterprise Server 8 customers with an active maintenance subscription, an active Novell Premium Support agreement and open-source-based packages.

Novell has more than 20 years of experience supporting operating system platforms in enterprises large and small. We also have more than 900 Linux-trained technical support personnel deployed worldwide.

www.novell.com

Pricing and Ordering Information

Below is the pricing and ordering information for each of the supported x86 and zSeries processor platforms:

x86 Systems

- **Part number:** 874-005292
- **Product name:** SUSE Linux Enterprise Server 8 Maintenance Extension
- **Description:** Additional to existing valid subscription
- **Price:** US\$50,000 per customer per year

zSeries* (31-bit) Systems

- **Part number:** 874-005293
- **Product name:** SUSE Linux Enterprise Server 8 Maintenance Extension zSeries (31-bit)
- **Description:** Additional to existing valid subscription
- **Price:** US\$100,000 per customer per year

Service and Support Offerings

With SUSE Linux Enterprise Server, you get award-winning Linux* server support from Novell. It's the kind of high-caliber support that will help your organization better address increasing competition, spiraling costs,

growing security threats and demanding customers. When performance, reliability and world-class support really matter, organizations choose SUSE Linux Enterprise Server from Novell.

To help you maximize your investment in SUSE Linux Enterprise Server, we offer a wide range of Linux server support and services, including:

- **Linux Server Technical Support Services**—We are the only Linux vendor with Service Capability and Performance (SCP) certification.
- **Linux Training and Certification**—We now offer two industry-leading Linux certifications: Novell Certified Linux Professional™ and Novell Certified Linux Engineer™.
- **Consulting Services**—Our Novell Consulting® teams can help you quickly take advantage of SUSE Linux Enterprise Server across your organization.

For more information on the latest version of SUSE Linux Enterprise Server and its support options, visit: www.novell.com/linux



Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada
1 801 861 1349 Worldwide
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