

Ship To Customer Information		Bill To (if different from Customer Information)	
Company Name		Company Name	
Contact Name		Contact Name	
Street Address		Street Address	
City	Postal code	City	Postal code
Country		Country	
Phone		Phone	
E-mail		E-mail	
		COMPANY VAT NUMBER	

By signing below you confirm the information you provided in this Order Form to be true and accurate and that you are duly authorised to act on behalf of your company. Also, you confirm that you have requested and now agree to the on-site/ standby services performed by Novell representatives exclusively in accordance with the terms and conditions set forth herein.

In case of any cancellations of the service after signing the initial agreement, you agree to pay for any previously arranged travel costs.

You also confirm that you have received and agreed to the Novell Service Terms and Conditions (<http://support.novell.com/terms.html>) and that you have read and understood this document and agree to all of the Program Rules or any amended version of the same notified to you by Novell.

Authorised Customer Name _____

Signature _____

Date _____

Submit all pages of this order form and a purchase order to your SAM or the following address:

Novell
Premium Contract Administrator
Corrig Court
Corrig Road
Dublin 18, Ireland

Or fax to: +353 1 6058 174

Questions can be sent to your SAM or EMEA-Support@novell.com, or call Novell at +31-10-286-4300

Dutybook (to be completed by Novell and customer)	
<p>A) Deliverables to be provided by the on-site/Scheduled Standby support engineer: (include here the actions the engineer needs to consider for the service. Where possible, also enter the anticipated results of these activities, even if troubleshooting steps only are carried out and no real solution can be implemented).</p>	<ol style="list-style-type: none"> 1. 2. 3.
<p>B) Requirements to be available from the customer before and during service: (place here all requirements that need to be available for the support engineer on-site. These might be hardware/software requirements, possible "time windows" for being able to work on server(s). This might also be a requirement to have a dealer/reseller/partner from Novell or another 3rd party vendor on-site at the same time, or any administrative tasks (reservation of hotel rooms or rental cars etc).</p>	<ol style="list-style-type: none"> 1. Proper backup of all data has to be completed. 2. 3.
<p>C) Special agreements: (list all other agreements that might not fit into the above categories)</p>	

N Novell Additional Service Order Form

Actual duration of on-site/scheduled standby service

Date	Service Requested	Engineer: Start of work time	Engineer: End of work time	Rate for Initial Service Period*	# Overtime x Rate within Business Hours**	# Overtime x Rate outside Business Hours**	TOTAL
						Total Charge	

* 8 hours for an on-site and 4 hours for a Scheduled Standby.

** This rate is per hour for on site and a 4 hour block for a scheduled Standby. Novell Business Hours are from 9am till 6pm.

Authorised Customer Name _____

Signature _____

Date _____