



School License Agreement Annual Fee Worksheet - USD APAC

AUGUST 2016

[Academic Program Information Link](#)

Product Selection & Bundle Calculation Instructions:

As part of the compliance and annual order process, this worksheet must be sent to EMEA_Contract_Admin@novell.com (for Europe, Middle East, Africa) or contracts@novell.com (rest of world).

1. Select any of the bundles or products below by checking the box in the Model Selected column. Any combination of products or bundles may be selected for a minimum price of \$2.36 USD per enrollment or \$35.70 USD per Workstation. \$1000 minimum total purchase price.

2. Compute the Total Price based on the total cost of the products selected and compute the Annual Fee by multiplying the total Enrollment/Workstation/Mobile Device number by the total price. For example: 1 Bundle @ 2.25 plus 2 Additional products (\$0.60 ea) = \$3.45 total price x enrollment of 1,000 = Annual Fee \$3,450.

MOBILE DEVICE LICENSE:

Upon purchase of a license for Novell ZENworks Mobile Management, the following terms become part of Your SLA.

To acquire a Mobile Device License, You must purchase a license for each Mobile Device. To acquire a FTE license, you must purchase a license for all FTE. Subject to the terms and conditions of this Agreement, the license purchase authorizes You to install and use one copy of the Mobile Management Application on each Mobile Device (for an FTE license, for each Mobile Device used by an FTE person). This license allows You to use the Software solely to manage licensed Mobile Devices. You may not use or allow the use of the Software other than for Your own internal purposes.

Mobile Device means each smartphone, tablet, laptop, netbook or other device with wireless capability: (1) on which any portion of the Software is installed or used, or (2) from which any portion of the Software is accessed.

Mobile Management Application means the module included with the Software that is installed on a Mobile Device for management by the server Software.

The Software may include a level of encryption data security for communications with Your email platform. You assume full responsibility for the establishment of appropriate security measures to control access to the solution. Airtime services are not provided by or through Novell; You assume full responsibility for issues relating to use and the availability of airtime services.

ENROLLMENT LICENSE

The Enrollment count means the number of students enrolled in Customer (whether full or part-time) during the prior academic year.

The Enrollment number calculation for students must be demonstrated through a verifiable means that may include use of an audited annual report, an organization's human resource system, or the government website, government report, or other published report provided by Customer that shows accurate information.

Upon mutual agreement of the source of the data used for the Enrollment number calculation, Licensor will accept calculations based on the source that are up to one year old. The data source used for the calculation must be identified on the annual SLA Worksheet. The SLA Worksheet must be returned to Novell along with Customer's purchase order.

Under the SLA, payment is based on either the student Enrollment number or the number of Workstations. However, subject to the SLA's terms, in addition to Customer's students, Customer's faculty, staff and students' parents are licensed to use the Software for school-related purposes.

DESIGNATED AGREED UPON SOURCE OF DATA FOR ENROLLMENT CALCULATION

By signing below, Customer certifies that as of the date below, the information contained herein (or attached) is complete and accurate to the best of its knowledge.

Customer Signature: _____

Printed Name: _____ Date: _____

NOTE on SUSE: SLA offerings that include SUSE are available only for renewing customers.

Product Description	Product Model	Model Selected	Part Number	Price USD
Mobile Device License				
Novell ZENworks Mobile Management School FTE License	Enrollment		876-000926	\$1.89
Novell ZENworks Mobile Management 1-Device School License	Mobile Device		876-000885	\$9.45
Bundled Products				
<i>ISM Value bundle includes: Identity Manager Standard Edition, Access Manager, SecureLogin, Identity Manager Integration Module for Database and Identity Manager Integration Module for Tools.</i>				
ISM Value Bundle FTE School License	Enrollment		876-000682	\$2.50
<i>Identity Tracking Product Bundle includes: Access Manager 4.0, Sentinel 6.1 Rapid Deployment</i>				
Identity Tracking Product Bundle FTE School	Enrollment		876-000622	\$3.90
Identity Tracking Product Bundle Workstation School	Workstation		876-000623	\$50.00
Open Enterprise Server, ZENworks Configuration Management, GroupWise Bundle FTE School License	Enrollment		876-000359	\$2.50
Open Enterprise Server, ZENworks Configuration Management, GroupWise Bundle Workstation School License	Workstation		876-000360	\$38.00
Open Enterprise Server, ZENworks Configuration Management, Novell Storage Manager, ZENworks Patch Management Bundle FTE School License	Enrollment		876-000363	\$3.10

Novell Open Workgroup Suite Includes: Open Enterprise Server, GroupWise, Novell Vibe, ZENworks Configuration Management, ZENworks Endpoint Security Management				
Novell Open Workgroup Suite FTE School License	Enrollment		876-000493	\$3.10
Novell Open Workgroup Suite Workstation School License	Workstation		876-000494	\$45.00
Windows Value Bundle Includes: ZENworks Configuration Management, ZENworks Asset Management, ZENworks Patch Management, and Novell Storage Management				
Windows Value Bundle FTE School License	Enrollment		876-000533	\$2.50
Windows Value bundle II includes: GroupWise, ZENworks Configuration Management, File Management Suite and Identity Manager.				
Windows Value Bundle II FTE School License	Enrollment		876-000674	\$2.80
ZENworks Value Bundle includes: ZENWorks Configuration Management, ZENworks Patch Management, ZENworks Asset Management and ZENworks Application Virtualization				
ZENworks Value Bundle FTE School License	Enrollment		876-000684	\$2.50
Additional Products (Select as many additional products as desired)				
NetIQ Access Manager FTE School License	Enrollment		876-000462	\$0.81
NetIQ Access Manager Workstation School License	Workstation		876-000463	\$8.10
BorderManager FTE School License	Enrollment		876-000439	\$0.63
BorderManager Workstation School License	Workstation		876-000440	\$9.45
Novell Cluster Services FTE School License	Enrollment		876-000253	\$0.63
Novell Cluster Services Workstation School License	Workstation		876-000254	\$9.45
Micro Focus Dynamic File Services FTE School e-License	Enrollment		876-000923	\$0.67
Micro Focus Dynamic File Services Workstation School e-License	Workstation		876-000924	\$9.20
GroupWise FTE School License	Enrollment		876-000572	\$0.61
GroupWise Workstation School License	Workstation		876-000573	\$9.10
GroupWise - Exchange Coexistence FTE School Subscription	Enrollment		876-000943	\$0.13
Novell Messenger School FTE License	Enrollment		876-000974	\$0.14
NetIQ Identity Manager Standard Edition FTE School License	Enrollment		976-000292	\$0.81
NetIQ Identity Manager Standard Edition Workstation School License	Workstation		976-000293	\$8.10
NetIQ Identity Manager Advanced Edition FTE School License	Enrollment		876-000703	\$2.00
NetIQ Identity Manager Advanced Edition Workstation School License	Workstation		876-000704	\$10.00
NetIQ Identity Manager to NetIQ Identity Manager Advanced Edition Expansion Pack FTE School License	Enrollment		876-000761	\$1.20
NetIQ Identity Manager to NetIQ Identity Manager Advanced Edition Expansion Pack Workstation School License	Workstation		876-000763	\$1.90
NetIQ Identity Manager + Roles Based Provisioning Module to NetIQ Identity Manager Advanced Edition Expansion Pack FTE School License	Enrollment		876-000762	\$0.34
NetIQ Identity Manager + Roles Based Provisioning Module to NetIQ Identity Manager Advanced Edition Expansion Pack Workstation School License	Workstation		876-000764	\$0.00
Identity Manager Integration Module for Microsoft Enterprise FTE School License	Enrollment		876-000753	\$0.72
Identity Manager Integration Module for Microsoft Enterprise Workstation School License	Workstation		876-000754	\$9.40
NetIQ Identity Manager Integration Module for Salesforce.com FTE School License	Enrollment		876-000748	\$0.72
License	Workstation		876-000749	\$9.40
NetIQ Identity Manager Integration Module for Banner FTE School License	Enrollment		876-000824	\$0.72
NetIQ Identity Manager Integration Module for Banner Workstation School License	Workstation		876-000825	\$9.40
NetIQ Identity Manager Integration Module for Blackboard LMS FTE School License	Enrollment		876-000732	\$0.72
License	Workstation		876-000733	\$9.40
NetIQ Identity Manager Integration Module for GoogleApps FTE School License	Enrollment		876-000737	\$0.72
NetIQ Identity Manager Integration Module for GoogleApps Workstation School License	Workstation		876-000739	\$9.40
NetIQ Identity Manager Integration Module for Database FTE School License	Enrollment		976-000297	\$0.72
NetIQ Identity Manager Integration Module for Database Workstation School License	Workstation		976-000298	\$9.40
NetIQ Identity Manager Integration Module for Help Desk FTE School License	Enrollment		976-000312	\$0.67
NetIQ Identity Manager Integration Module for Help Desk Workstation School License	Workstation		976-000313	\$9.10
NetIQ Identity Manager Integration Module for Linux and Unix FTE School License	Enrollment		976-000382	\$0.67
NetIQ Identity Manager Integration Module for Linux and Unix Workstation School License	Workstation		976-000383	\$9.10
NetIQ Identity Manager Integration Module for Linux and Unix User Settings FTE School License	Enrollment		976-000397	\$0.67
NetIQ Identity Manager Integration Module for Linux and Unix User Settings Workstation School License	Workstation		976-000398	\$9.10
NetIQ Identity Manager Integration Module for Mainframe for 800 Series MVS FTE School License	Enrollment		976-000405	\$0.67
NetIQ Identity Manager Integration Module for Mainframe for 800 Series MVS Workstation School License	Workstation		976-000406	\$9.10
NetIQ Identity Manager Integration Module for Message System FTE School License	Enrollment		976-000352	\$0.67
NetIQ Identity Manager Integration Module for Message System Workstation School License	Workstation		976-000353	\$9.10
NetIQ Identity Manager Integration Module for Midrange FTE School License	Enrollment		976-000387	\$0.67
NetIQ Identity Manager Integration Module for Midrange Workstation School License	Workstation		976-000388	\$9.10
NetIQ Identity Manager Integration Module for Oracle Enterprise FTE School License	Enrollment		876-000970	\$0.67
NetIQ Identity Manager Integration Module for Oracle Enterprise Workstation School License	Workstation		876-000971	\$9.20
NetIQ Identity Manager Integration Module for PBX FTE School License	Enrollment		976-000392	\$0.67
NetIQ Identity Manager Integration Module for PBX Workstation School License	Workstation		976-000393	\$9.10

NetIQ Identity Manager Integration Module for SAP Enterprise FTE School License	Enrollment		876-000965	\$0.67
NetIQ Identity Manager Integration Module for SAP Enterprise Workstation School License	Workstation		876-000966	\$9.20
NetIQ Identity Manager Integration Module for Scripting FTE School License	Enrollment		876-000481	\$0.72
NetIQ Identity Manager Integration Module for Scripting Workstation School License	Workstation		876-000482	\$9.40
NetIQ Identity Manager Integration Module for Tools FTE School License	Enrollment		976-000342	\$0.72
NetIQ Identity Manager Integration Module for Tools Workstation School License	Workstation		976-000343	\$9.40
NetIQ LDAP Proxy Workstation School License	Enrollment		876-000834	\$0.83
NetIQ LDAP Proxy Workstation School Workstation License	Workstation		876-000835	\$8.30
Open Enterprise Server FTE School e-License	Enrollment		876-000104	\$2.05
Open Enterprise Server Workstation School e-License	Workstation		876-000234	\$30.35
Novell Filr FTE School License	Enrollment		876-000941	\$1.50
Novell Filr Workstation School License	Workstation		876-000959	\$23.00
Micro Focus iPrint Enterprise (Mobile & Desktop) FTE School License	Enrollment		876-000947	\$0.89
Micro Focus iPrint Enterprise (Mobile & Desktop) Workstation School License	Workstation		876-000948	\$14.00
Micro Focus iPrint Mobile FTE School License	Enrollment		876-000952	\$0.72
Micro Focus iPrint Mobile Workstation School License	Workstation		876-000953	\$12.00
Micro Focus iPrint Desktop FTE School License	Enrollment		876-000957	\$0.78
Micro Focus iPrint Desktop Workstation School License	Workstation		876-000958	\$12.00
Privileged Account Manager FTE School License	Enrollment		876-000658	\$0.83
Privileged Account Manager Workstation School License	Workstation		876-000659	\$8.30
NetIQ SecureLogin FTE School License	Enrollment		876-000449	\$0.67
NetIQ SecureLogin Workstation School License	Workstation		876-000450	\$9.10
NetIQ Sentinel for Log Management 500 EPS FTE School License	Enrollment		876-000663	\$0.83
NetIQ Sentinel for Log Management 500 EPS Workstation School License	Workstation		876-000664	\$8.30
NetIQ Sentinel for Log Management 2500 EPS FTE School License	Enrollment		876-000668	\$1.20
NetIQ Sentinel for Log Management 2500 EPS Workstation School License	Workstation		876-000669	\$12.00
Micro Focus Service Desk for ITIL Service Management FTE School License	Enrollment		876-000895	\$0.56
Micro Focus Service Desk for ITIL Service Management Workstation School License	Workstation		876-000896	\$2.30

Micro Focus File Management Suite FTE School License	Enrollment		876-000643	\$1.90
Micro Focus File Management Suite for OES FTE School License	Enrollment		876-000930	\$1.30
Micro Focus File Reporter FTE School License	Enrollment		876-000648	\$0.67
Micro Focus Storage Manager FTE School License	Enrollment		876-000406	\$0.67
Novell Vibe FTE School License	Enrollment		876-000722	\$1.70
NetIQ Sentinel Enterprise 500 EPS FTE School License	Enrollment		876-001021	\$1.70
NetIQ Sentinel Enterprise 500 EPS Workstation School License	Workstation		876-001022	\$17.00
NetIQ Sentinel Enterprise 2500 EPS FTE School License	Enrollment		876-001023	\$2.30
NetIQ Sentinel Enterprise 2500 EPS Workstation School License	Workstation		876-001024	\$23.00
NetIQ Sentinel PCI-DSS Solution Pack FTE School License	Enrollment		876-000783	\$1.30
NetIQ Sentinel PCI-DSS Solution Pack Workstation School License	Workstation		876-000784	\$13.00
Sentinel Rapid Deployment Base Package FTE School License	Enrollment		876-000778	\$2.40
Sentinel Rapid Deployment Base Package Workstation School License	Workstation		876-000779	\$24.00
NetIQ Sentinel Smart Plug-ins FTE School License	Enrollment		876-000788	\$0.82
NetIQ Sentinel Smart Plug-ins Workstation School License	Workstation		876-000789	\$8.30
SUSE Linux Enterprise Server for x86, AMD64 & Intel64 FTE School License	Enrollment		876-000414	\$1.25
SUSE Linux Enterprise Server for x86, AMD64 & Intel64 Workstation School License	Workstation		876-000415	\$18.75
SUSE Linux Enterprise Desktop FTE School License	Enrollment		876-000429	\$0.50
SUSE Linux Enterprise Desktop Workstation School License	Workstation		876-000430	\$7.50
ZENworks Application Virtualization Professional Edition FTE School License	Enrollment		876-001027	\$0.56
ZENworks Application Virtualization Professional Edition Workstation School License	Workstation		876-000990	\$7.20
ZENworks Asset Management FTE School License	Enrollment		876-000472	\$1.70
ZENworks Asset Management Workstation School License	Workstation		876-000473	\$23.00
ZENworks Asset Management for Linux FTE School License	Enrollment		876-000467	\$1.70
ZENworks 7.5 Asset Management for Linux Workstation School License	Workstation		876-000468	\$23.00
ZENworks Configuration Management FTE School License	Enrollment		876-000508	\$0.56
ZENworks Configuration Management Workstation School License	Workstation		876-000509	\$8.30
ZENworks Endpoint Security Management FTE School License	Enrollment		876-000562	\$0.56
ZENworks Endpoint Security Management Workstation School License	Workstation		876-000563	\$7.20
Novell ZENworks Full Disk Encryption FTE School License	Enrollment		876-000862	\$1.58
Novell ZENworks Full Disk Encryption Workstation School License	Workstation		876-000863	\$21.00

When ordering ZENworks Patch Management listed below please mark the number of subscriptions if applicable. Due to one key per server, if using the product on multiple servers, you will need to request additional subscriptions. Example: If you have 10,000 nodes across 3 servers, you will need 3 subscriptions and then allocate the number of nodes per server.

Novell ZENworks Patch Management Subscription for Windows

Number of subscriptions needed, if more than one _____

Quantity of nodes per additional server(s) _____

ZENworks Patch Management 1-Device Subscription for Windows FTE School License	Enrollment		876-000083	\$0.53
ZENworks Patch Management 1-Device Subscription for Windows Workstation School License	Workstation		876-000212	\$7.88
ZENworks Suite FTE School License	Enrollment		876-000979	\$4.20
ZENworks Suite Workstation School License	Workstation		876-000980	\$42.00
ZENworks Suite Extension for NOWS FTE School License	Enrollment		876-000984	\$3.68
ZENworks Suite Extension for NOWS Workstation School License	Workstation		876-000985	\$33.60

Products Using FTE	A. Total Enrollment Price:\$			
	B. Total Enrollment Count:			x
	C. Enrollment Subtotal			=
Products Using Workstation	D. Total Workstation Price:\$			
	E. Total Workstation Count:			x
	F. Workstation Subtotal			=
Products Using Mobile Device	G. Total Mobile Device Price:\$			
	H. Total Mobile Device Count:			x
	I. Mobile Device Subtotal			=
Technical Support and Training	J. Total Technical Support and Training Price:\$			
	K. Total Technical Support and Training Count			x
	L. Total Technical Support and Training Subtotal			=
TOTAL	M. Total Annual Fee Due:\$(C + F + I + L)			=

Customer Information			
Primary Contact		Contact #2	
Company Name		Company Name	
Address		Address	
City, State		City, State	
Postal Code		Postal Code	
Country		Country	
Contact Name		Contact Name	
Title		Title	
Phone Number		Phone Number	
Fax Number		Fax Number	
E-mail Address		E-mail Address	

Academic Technical Support and Training Options

Novell customers receive support according to Novell's published Product Support Lifecycle, which defines the duration and type of support customers can expect to receive on specific products as they move through their life cycle. To view a current list of products supported by Novell, please refer to Novell's Support Life Cycle page at <http://support.novell.com/lifecycle>.

THE SERVICES DESCRIBED HEREIN WILL BE GOVERNED BY THE TERMS AND CONDITIONS OF THE MASTER SERVICES AGREEMENT ("MSA") WHICH CAN BE FOUND AT: <http://www.novell.com/services/premium/>.

Primary Contact		Contact #2	
Name		Name	
Title		Title	
Division		Division	
Address		Address	
City		City	
Province		Province	
Postal Code		Postal Code	
Phone Number		Phone Number	
Fax Number		Fax Number	
E-mail Address		E-mail Address	

DISCOUNTS DO NOT APPLY TO THESE SERVICE AND TECHNICAL SUPPORT OPTIONS

On-demand Training

Description	Part Number	Qty	Price	Ext. Price
Total On-demand Library 1-Year School	876-001036		\$2,100.00	
On-demand Training - Certified Linux Administrator School Bundle	876-001035		\$299.00	
On-demand Training - Certified Linux Professional School Bundle	876-001034		\$399.00	
On-demand Training - Certified Linux Engineer School Bundle	876-001033		\$499.00	
On-demand Training - Introduction to SUSE Cloud for School/Academic	876-000932		\$80.00	
On-demand Library - SUSE 1-Year School	876-000938		\$1,050.00	
On-demand Library - NetIQ 1-Year School	876-000936		\$1,050.00	
On-demand Training SUSE Linux Enterprise 10 1-User 1-Year School Subscription	876-001003		\$700.00	
On-demand Training SUSE Linux Enterprise 11 1-User 1-Year School Subscription	876-001004		\$700.00	
On-demand Training SUSE Linux Enterprise 12 1-User 1-Year School Subscription	876-001005		\$700.00	
On-demand Training Management and Extensions 1-User 1-Year School Subscription	876-001006		\$700.00	
On-demand Training Endpoint Management 1-User 1-Year School Subscription	876-001007		\$700.00	
On-demand Training Collaboration 1-User 1-Year School Subscription	876-001008		\$700.00	
On-demand Training File & Networking Services 1-User 1-Year School Subscription	876-001009		\$700.00	
On-demand Training Identity Management & Access Governance 1-User 1-Year School Subscription	876-001010		\$700.00	
On-demand Training Access Management 1-User 1-Year School Subscription	876-001011		\$700.00	
On-demand Training Security Management 1-User 1-Year School Subscription	876-001012		\$700.00	
On-demand Training IT Operations Management & VoIP 1-User 1-Year School Subscription	876-001013		\$700.00	
On-demand Training Workload Management 1-User 1-Year School Subscription	876-001014		\$700.00	
	Total			\$

BrainShare Training Passes

Description	Part Number	Qty	Price	Ext. Price
BrainShare Education Conference Academic Pass Single	873-011050		\$1,100.00	
	Total			\$

SUSECon

Description	Part Number	Qty	Price	Ext. Price
SUSECon Full Access Academic Pass Single	873-010791		\$650.00	
SUSECon Full Access Pass 3-Pack	873-011046		\$1,990.00	
SUSECon Full Access Academic Pass 5-Pack	873-010792		\$3,000.00	
	Total			\$

Service and Support Options				
Description	Part Number	Qty	Price (USD)	Ext. Price
Novell Tech Select Service Activation Kit	051-003978		\$2,950.00	
Novell Tech Select Service -- Renewal	051-003453		\$2,950.00	
Novell Software Evaluation and Development Library: Expanded Activation Kit	051-003982		\$495.00	
Novell Software Evaluation and Development Library: Standard Activation Kit	051-003981		\$399.00	
Novell NetWare Premium Lifeline Support	877-008323		\$3,500.00	
Assigned Support Engineer (IAS) -Asia Pacific Zone 2 initial	051-004729-I		\$39,200.00	
Assigned Support Engineer (IAS) -Asia Pacific Zone 3 initial	051-004730-I		\$32,700.00	
Dedicated Support Engineer (IAS) - Asia Pacific Zone 1 initial	051-004731-I		\$324,000.00	
Dedicated Support Engineer (IAS) - Asia Pacific Zone 2 initial	051-004732-I		\$218,000.00	
Dedicated Support Engineer (IAS) - Asia Pacific Zone 3 initial	051-004733-I		\$168,000.00	
Primary Support Engineer (IAS) - Asia Pacific Zone 1 initial	051-004735-I		\$113,000.00	
Assigned Support Engineer (IAS) -Asia Pacific Zone 1 initial	051-004736-I		\$58,000.00	
Primary Support Engineer (IAS) - Asia Pacific Zone 2 initial	051-004737-I		\$81,000.00	
Primary Support Engineer (IAS) - Asia Pacific Zone 3 initial	051-004738-I		\$62,000.00	
Service Account Manager (IAS) - Asia Pacific Zone 1 initial	051-004739-I		\$17,600.00	
Assigned Support Engineer (IAS) -Asia Pacific (Zone 2)	051-004729		\$36,000.00	
Assigned Support Engineer (IAS) -Asia Pacific (Zone 3)	051-004730		\$30,000.00	
Dedicated Support Engineer (IAS) - Asia Pacific (Zone 1)	051-004731		\$278,000.00	
Dedicated Support Engineer (IAS) - Asia Pacific (Zone 2)	051-004732		\$200,000.00	
Dedicated Support Engineer (IAS) - Asia Pacific (Zone 3)	051-004733		\$155,000.00	
Primary Support Engineer (IAS) - Asia Pacific (Zone 1)	051-004735		\$98,000.00	
Assigned Support Engineer (IAS) -Asia Pacific (Zone 1)	051-004736		\$50,000.00	
Primary Support Engineer (IAS) - Asia Pacific (Zone 2)	051-004737		\$75,000.00	
Primary Support Engineer (IAS) - Asia Pacific (Zone 3)	051-004738		\$57,000.00	
Service Account Manager (IAS) - Asia Pacific (Zone 1)	051-004739		\$16,000.00	
NetIQ Additional 10 Service Requests (40 hours) of Support Engineer time - Asia Pacific (Zone 2)	051-004740		\$7,500.00	
NetIQ Additional 30 Service Requests (120 hours) of Support Engineer time - Asia Pacific (Zone 3)	051-004741		\$18,000.00	
Extended Support 5 Service Request Pack	051-004388		\$7,500.00	
NetIQ Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 1)	051-004742		Varies	
NetIQ Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 2)	051-004743		Varies	
NetIQ Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 3)	051-004744		Varies	
SUSE Assigned Support Engineer - Asia Pacific (Zone 2)	051-004713		\$36,000.00	
SUSE Assigned Support Engineer - Asia Pacific (Zone 3)	051-004714		\$30,000.00	
SUSE Dedicated Support Engineer - Asia Pacific (Zone 1)	051-004715		\$278,000.00	
SUSE Dedicated Support Engineer - Asia Pacific (Zone 2)	051-004716		\$200,000.00	
SUSE Dedicated Support Engineer - Asia Pacific (Zone 3)	051-004717		\$155,000.00	
SUSE Primary Support Engineer - Asia Pacific (Zone 1)	051-004719		\$98,000.00	
SUSE Assigned Support Engineer-Asia Pacific (Zone 1)	051-004720		\$50,000.00	
SUSE Primary Support Engineer - Asia Pacific (Zone 2)	051-004721		\$75,000.00	
SUSE Primary Support Engineer - Asia Pacific (Zone 3)	051-004722		\$57,000.00	
SUSE Service Account Manager - Asia Pacific (Zone 1)	051-004723		\$16,000.00	
SUSE Additional 10 Service Requests (40 hours) of Support Engineer time - Asia Pacific (Zone 2)	051-004724		\$7,500.00	
SUSE Additional 30 Service Requests (120 hours) of Support Engineer time - Asia Pacific (Zone 3)	051-004725		\$18,000.00	
SUSE Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 1)	051-004726		Varies	
SUSE Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 2)	051-004727		Varies	
SUSE Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 3)	051-004728		Varies	
SUSE Dedicated Support Engineer - Asia Pacific (Zone 1), 3-year	051-004783		\$834,000.00	
SUSE Primary Support Engineer - Asia Pacific (Zone 1), 3-year	051-004784		\$294,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 1)	051-001606		\$113,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 1 initial	051-001606-I		\$113,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 1)	051-001610		\$324,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 1 initial	051-001610-I		\$324,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 3)	051-001669		\$62,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 3 initial	051-001669-I		\$62,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 3)	051-001673		\$168,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 3 initial	051-001673-I		\$168,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 2)	051-002249		\$81,000.00	
Primary Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 2 initial	051-002249-I		\$81,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific (Zone 2)	051-002250		\$218,000.00	
Dedicated Support Engineer (F&P,Coll,EM) - Asia Pacific Zone 2 initial	051-002250-I		\$218,000.00	

Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific (Zone 1)	051-003341		\$58,000.00	
Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific Zone 1 initial	051-003341-I		\$58,000.00	
Service Account Manager (F&P,Coll,EM) - Asia Pacific (Zone 1)	051-003774		\$17,600.00	
Service Account Manager (F&P,Coll,EM) - Asia Pacific Zone 1 initial	051-003774-I		\$17,600.00	
Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific (Zone 2)	051-003921		\$39,200.00	
Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific Zone 2 initial	051-003921-I		\$39,200.00	
Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific (Zone 3)	051-003924		\$32,700.00	
Assigned Support Engineer (F&P,Coll,EM) -Asia Pacific Zone 3 initial	051-003924-I		\$32,700.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 1)	051-005107		\$58,000.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 1) initial	051-005107-I		\$58,000.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 2)	051-005108		\$39,200.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 2) initial	051-005108-I		\$39,200.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 3)	051-005109		\$32,700.00	
Assigned Support Engineer (DC,WM) -Asia Pacific (Zone 3) initial	051-005109-I		\$32,700.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 1)	051-005110		\$324,000.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 1) initial	051-005110-I		\$324,000.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 2)	051-005112		\$218,000.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 2) initial	051-005112-I		\$218,000.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 3)	051-005113		\$168,000.00	
Dedicated Support Engineer (DC,WM) - Asia Pacific (Zone 3) initial	051-005113-I		\$168,000.00	
Service Account Manager (DC,WM) - Asia Pacific (Zone 1)	051-005114		\$17,600.00	
Service Account Manager (DC,WM) - Asia Pacific (Zone 1) initial	051-005114-I		\$17,600.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 1)	051-005115		\$113,000.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 1) initial	051-005115-I		\$113,000.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 2)	051-005117		\$81,000.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 2) initial	051-005117-I		\$81,000.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 3)	051-005118		\$62,000.00	
Primary Support Engineer (DC,WM) - Asia Pacific (Zone 3) initial	051-005118-I		\$62,000.00	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 1)	051-001602		Varies	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific Zone 1 initial	051-001602-I		Varies	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 3)	051-001665		Varies	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific Zone 3 initial	051-001665-I		Varies	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific (Zone 2)	051-002248		Varies	
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific Zone 2 initial	051-002248-I		Varies	
Additional 10 Incidents (40 hours) of Support Engineer time - Asia Pacific (Zone 2)	051-003922		\$8,100.00	
Additional 10 Incidents (40 hours) of Support Engineer time - Asia Pacific Zone 2 initial	051-003922-I		\$8,100.00	
Additional 30 Incidents (120 hours) of Support Engineer time - Asia Pacific (Zone 3)	051-003926		\$19,600.00	
Additional 30 Incidents (120 hours) of Support Engineer time - Asia Pacific Zone 3 initial	051-003926-I		\$19,600.00	
Maintenance Reinstatement Fee	MNTREINSTATEFEE		Varies	
	Total			

* ONLY for products under extended phase of product support lifecycle.

Note: Novell also offers a range of IT Consulting, Technical Support, and Training services. To order onsite support days or to pre-purchase bundles of days to use across consulting, support, and training services download the order form at: www.novell.com/services/premium/apac/order.html

