

Pro-rating ALA & SLA

Policy Number: #202

Effective Date: 13 March 2008

Audience: Internal and External

Applies To: Worldwide

Version: #3

Description

This policy outlines when a customer can pro-rate on their ALA or SLA agreement.

Adding Products

Customers pay an annual fee for products selected on their ALA or SLA Annual Fee Worksheet. Customers who choose to add a product to their ALA or SLA agreement during an annual period will be allowed to pro-rate the additional product annual fee for the required months to the end of the current annual period. Customers must choose the same model to count the additional product, as per their current agreement. ie FTE, student or workstation quantity. A Purchase Order will be required for the additional product. The subsequent annual fee worksheet should include the product addition for the next annual period.

Example

Customer's current ALA Agreement annual period runs from 01 January 2008 to 31 December 2008. In June 2008, customer chooses to add GroupWise to their ALA agreement. In this case, customer would be required to pay 6 months pro-rated fee for the additional GroupWise product. ie 01 July 2008 to 31 December 2008.

Pro-rating ALA or SLA Contract Term

Customers cannot pro-rate the term of the annual period under their ALA or SLA agreement.

Swapping Products

Products may not be 'swapped' out in the middle of an ALA or SLA annual period. A product selected under these agreements will remain in effect until the end of the paid annual period. However, customers who wish to discontinue a product and begin using another one in it's place, may indicate the product change on the ALA or SLA Annual Fee Worksheet at the start of a new annual period. The subsequent annual fee should be calculated using the new product selection.