

MLA & VLA Automatic Renewal, Purchase Order Due Date, and Administration Fee

Policy Number: #215

Effective Date: 2 February 2010

Audience: Internal and External

Applies To: Worldwide

Version: #1

Automatic Maintenance & Subscription Renewal

For VLA customers, Maintenance, software subscription licenses, and SUSE Linux subscription services will automatically renew. If a VLA customer elects not to renew their services, they may notify Novell either in writing or by email 30 days prior to their Annual Period renewal date of their intent to discontinue. If written notice is not received from the VLA customer as outlined, Novell or a Novell Partner may assume the customer wishes to continue their services and invoice the customer for their renewal. For MLA customers, maintenance and SUSE Linux subscription service renewals are contractually required under the MLA program and may not be discontinued. Please reference the cancellation email address and mailing addresses below.

Purchase Order Due Date & Administration Fee

MLA and VLA purchase orders for maintenance, software subscription licenses, and SUSE Linux subscription service renewals are due 5 days prior to each customer's Annual Period renewal date. If an MLA or VLA customer does not submit their renewal purchase order to Novell or a Novell Partner by the due date, the customer will incur an order administration fee which Novell or the Novell Partner will add to the customer's invoice. The administration fee may be as much as 10 percent of the renewal order value.

If an MLA or VLA customer provides written notice 30 days prior to their Annual Period renewal date of their intent to discontinue, their services will not renew, Novell or a Novell Partner will not invoice them for their renewal, and no administration fee will be charged when the purchase order is not received.

Email: Pricing@novell.com

Mailing Address:

- For North America, Canada, Latin America, Asia Pacific
 - Novell, Inc. Attn: Contracts & Negotiations, 1800 South Novell Place, M/S PRV-H-544, Provo, UT 84606.

- For Europe, Middle East, Africa: Novell Ireland
 - Novell Ireland. Attn: Contract Administration, Corrig Court, Corrig Road, Sandyford Business Estate, Sandyford, Dublin 18 Ireland.