



Premium Support 2003

Effective March 17, 2003

	Maintenance 1	Maintenance 2	Premium 1000	Premium 2000	Premium 3000	Premium 3000 ASE	Premium 4000	Premium 5000
Retail Price	N/A	N/A	\$5,800	\$16,000	\$38,000	\$65,000	\$155,000	\$375,000
MLA Maintenance \$	<\$10,000	\$10,000	\$23,200	\$64,000	\$152,000	\$260,000	\$620,000	\$1,500,000

Academic Support Packages	
20 Incidents	\$7,000 *
10 Incidents	\$4,750
5 Incidents	\$2,375

*Discounts not applicable

Discounts	
MLA:	10%
ALA/SLA:	10%
CLA/VLA:	5%

Contract Options
- Annual Premium Contract (Standard 1 yr contract)
- 2 Year Price Protected (Annual payment)
- Full Term Premium Contract (2 yr payment in advance) (Additional 5% discount)

Service Options	
Additional 5 Incident Pack	\$2,375
Additional 10 Incident Pack	\$4,750
Onsite Support: 1 Day (8 hrs)	\$2,200 (plus travel expenses)
Scheduled Standby (4hrs)	\$1,000
ASE Scheduled Standby (8 hrs)	\$1,500
Additional Advantage Support Engineer (ASE)	\$50,000
Additional Primary Support Engineer (PSE)	\$82,000
Additional Dedicated Support Engineer (DSE)	\$275,000
Proactive System Analysis	\$15,000 varies
Net Solutions Services Module	\$19,000 varies
Implementation Services	\$30,000 varies
Support Resource Library (NSRL) - Single	\$399
Support Resource Library (NSRL) - Server	\$795
Professional Resource Suite (NPRS) - Single	\$1,249
Professional Resource Suite (NPRS) - Server	\$2,495

Upgrades - MLA Customers ONLY							
From:	To:	P1000	P2000	P3000	P3000 ASE	P4000	P5000
Maintenance 1&2		\$3,300	\$13,500	\$35,500	\$62,500	\$152,500	\$372,500
Premium 1000			\$10,200	\$32,200	\$59,200	\$149,200	\$369,200
Premium 2000				\$22,000	\$49,000	\$139,000	\$359,000
Premium 3000					\$27,000	\$117,000	\$337,000
Premium 3000 ASE						\$90,000	\$310,000
Premium 4000							\$220,000

Package	Access	Targeted Max. Response (12x5)	Assigned Support Resources	Service Account Manager	Incidents	Toolkit	Support Resource Library (NSRL)	Education Vouchers	BrainShare SLC
Academic Packages	24x7	2 hrs	-	-	5, 10, or 20	-	-	-	-
Maintenance 1	12x5	4 hrs	-	-	1	eDirectory (Single)	Single License	-	-
Maintenance 2	12x5	4 hrs	-	-	3	eDirectory (Single)	Single License	-	-
Premium 1000	12x5	4 hrs	-	-	10	eDirectory (Single)	Single License	1	-
Premium 2000	24x7	2 hrs	-	-	25	eDirectory (Single)	Single License	2	-
Premium 3000	24x7	1 hr	-	X	50	Professional Resource Suite** (Server)		3	-
Premium 3000 ASE	24x7	1 hr	Advantage Support Engineer 1:6 (1 product + eDirectory)	X	50 Adv Team / ASE	Professional Resource Suite** (Server)		5	-
Premium 4000 PSE	24x7	30 min	Primary Support Engineer 1:3 (2 products + eDirectory)	X	50 Adv Team PSE unlimited	Professional Resource Suite** (Server) + 1 Server & 2 Single NSRL		6	1
Premium 5000 DSE	24x7	15 min	Dedicated Support Engineer 1:1 (2 products + eDirectory)	X	50 Adv Team DSE unlimited	Professional Resource Suite** (Server) + 3 Server & 3 Single NSRL		10	2

** NPRS Includes all Novell Product Toolkits, the complete Novell Software Evaluation & Development Library, and the Novell Support Resource Library.