

Micro Focus (Novell) Premium Service Support—Authorized Support User Form

Registered institutions are allowed access to purchase from MHEC, Micro Focus (Novell) Premium Service 24x7 Priority Support Technical Telephone Incidents at a substantially discounted price. Micro Focus (Novell)/MHEC Premium Service Support rate is \$500.00 per incident. Incidents consumed by registered institutions are recorded by Micro Focus (Novell) and forwarded to MHEC. Each institution is then billed monthly by MHEC for the number of actual incidents utilized.

Please complete the billing Information for your institution. The contacts named below will be the only individuals authorized to make calls to Micro Focus (Novell) Premium Service. Please attach additional contact sheets as necessary

Billing Information	
Institution	
Name	
Title	
Division/Dept.	
Address	
City	
State	
Zip	
Phone Number	
Email Address	
Purchase Order	

Please email form to: Kristin Coffman
 Director of Finance and Administration
kristinc@mhec.org Phone: 612-677-2766
 Midwestern Higher Education Compact (MHEC)
 105 Fifth Avenue South, Suite 450
 Minneapolis, MN 55401

Primary Authorized Support User	
Institution	
Name	
Title	
Division/Dept.	
Phone Number	
Email Address	
Novell CID Number	

Secondary Authorized Support User	
Institution	
Name	
Title	
Division/Dept.	
Phone Number	
Email Address	
Novell CID Number	

For more about MHEC visit: <http://www.mhec.org>. For additional Novell Support Software information visit: <http://www.mhectech.org/technology/software/novell/premium-service-technical-support>