



HOT BACK UP LICENCE ADDENDUM AND PROCEDURE FOR REQUESTING HOT BACK UP LICENCES

The notification below must be submitted at least seven working days in advance of your requirement for licenses for Hot Backup Software and sent to:

BMC Software Distribution BV

Order_Entry@bmc.com

Subject Line: Request for Hot Backup Software Licenses

Customer may only request HBU licenses for servers, apps, and floating licenses (fixed licenses can NOT be backed up) HBU licenses must “mirror” active purchased licenses

Customer Information

Name of Customer	
Street Address	
Town/County	
Postal Code	
Country	
Fax #	
Tel #	
Contact Name	
Contact email address	
Install Address	
Town/County	
Postal Code	
Country	

BACK UP SOFTWARE IS REQUIRED TO BE ON SITE BY _____

(please ensure that at least 7 days notice is given)

Product and Server Information

Remedy Product Name	Version #	# of Licenses	Type of Licenses (e.g. server, apps or floating)



Support Information

Support Contract Identification Number:	
Site name:	
Host id:	

PLEASE ENSURE THAT THE HOT BACK UP LICENCE ADDENDUM ATTACHED ARE SIGNED BY AN AUTHORISED REPRESENTATIVE OF THE END USER (LICENSEE); (ii) ALL SECTIONS ARE COMPLETED; AND (iii) YOU HAVE SIGNED BELOW EITHER AS END USER IF YOU ARE A DIRECT CUSTOMER OR IF YOU ARE A PARTNER REQUESTING ON BEHALF OF YOUR END USER.

Requester's signature:

Name:

Title:

Date:

End User / Partner? (select one)

BMC Software Distribution BV

Signature:

Name:

Title:

Date: