



800-456-8000 x76071

[Attachmate-Licensing@ingrammicro.com](mailto:Attachmate-Licensing@ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

[www.attachmate.com/](http://www.attachmate.com/)

## Vendor Program Overview

Attachmate is a market leader in terminal emulation software. Volume licensing provides volume discounts and simple access to electronic product licenses.

## Key Products

Attachmate Extra! –A Windows-based family of terminal emulators that connects users to IBM, UNIX, Linux, OpenVMS, and HP NonStop/Tandem hosts

Attachmate InfoConnect – A family of Windows-based terminal emulators, print delivery options, and software development tools that enables users to access and print from multiple systems, including TPF/ALCS, Unisys, UNIX, Linux, and IBM.

Attachmate Reflection – A family of terminal emulators that connects web, Windows, and mobile users to IBM, UNIX, Linux, OpenVMS, HP, and X11 hosts. Built on a firm, 30-year foundation of host-access knowledge, these advanced products continually evolve to meet IT needs.

Reflection for the Web 2014 – A web-based terminal emulator that connects browser users to IBM ALCS/TPF, Unisys, IBM, UNIX, Linux, OpenVMS, and HP hosts.

## Maintenance/Support

Maintain a stable IT environment and keep up with inevitable technology changes

Technical Support / Unlimited incident coverage

Free upgrades... and path to WINDOWS 7

Access to all patches and hot-fixes

The repurchase of maintenance, once expired, is double the cost of the standard renewal.

## Media

There is a hard copy media kit for some, but not all products when ordered as a separate item.

## Authorization Requirements

No authorization is required to purchase Attachmate

## Ordering Requirements

Attachmate Software has no minimum purchase, but if the end user would like maintenance added there is a minimum of 5 licenses. To assure prompt processing of your Attachmate Software Purchase, please be sure to include the following information when placing your order with us:

1. Attachmate Volume Purchase Account Number or a VPA#
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)

## **Product Delivery**

Attachmates normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail. Media is delivered to the end user via FedEx 2 day, on all new license purchases.

## **Renewals**

Renewals must be purchased within 30 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 30 day renewal period. As of July 1st renewals are due on the day of expiration, one day late will result in a minimum of a 20% late fee

## **Pricing Programs**

Government/Education: Large government agencies typically have contracts with Attachmate Software, please call our desk at 1 (800) 456-8000, ext. 76071 so that we can look up your customer and provide you with correct costs as the price is contractually assigned. Government entities who do not have a contract can order under the corporate VLA program.

### Pricing Levels

SINGLE LEVEL 1-9 Licenses

LEVEL A 10-59 licenses  
LEVEL B 60-299 licenses  
LEVEL C 300-999 licenses  
LEVEL D 1000 or more licenses

## **Important Notes**

Attachmate has a month end order cut off at 8pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to allow enough time for processing.

## **Returns Overview**

RMA's are only accepted with a replacement order. Please submit a replacement order and then email our Attachmate Licensing Desk; [Attachmate-Licensing@ingrammicro.com](mailto:Attachmate-Licensing@ingrammicro.com) with the old and new PO number. Once this is completed your RMA will be processed.

To request a return, please contact us with the following information:

- Your Ingram account number
- Your PO #
- Old Ingram Order number
- New Ingram Order number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return

Please contact our licensing desk with any questions.

August 10, 2015