



# RESELLER AUTHORIZATION APPLICATION

**EXABYTE**  
**LIBRARY RESELLER**

## GENERAL INFORMATION

Legal Business Name \_\_\_\_\_

Address \_\_\_\_\_

Phone# \_\_\_\_\_ Fax # \_\_\_\_\_ BBS# \_\_\_\_\_

Annual Business Volume \_\_\_\_\_ Number of Employees \_\_\_\_\_

e-mail address \_\_\_\_\_ Number of Sales Reps \_\_\_\_\_

## STAFF INFORMATION

Sales Manager \_\_\_\_\_ Phone# \_\_\_\_\_ e-mail \_\_\_\_\_

Storage Products Manager \_\_\_\_\_ Phone# \_\_\_\_\_ e-mail \_\_\_\_\_

Service Manager \_\_\_\_\_ Phone# \_\_\_\_\_ e-mail \_\_\_\_\_

Technical Manager \_\_\_\_\_ Phone# \_\_\_\_\_ e-mail \_\_\_\_\_

FAE(s) \_\_\_\_\_

CNE(s) \_\_\_\_\_

SCO ACE(s) \_\_\_\_\_

System Engineer(s) \_\_\_\_\_

## BUSINESS OVERVIEW

### Operating Environments and Industry Programs Supported

- |                                      |                                 |                                     |                                       |                                    |                                      |
|--------------------------------------|---------------------------------|-------------------------------------|---------------------------------------|------------------------------------|--------------------------------------|
| <input type="checkbox"/> DOS         | <input type="checkbox"/> UNIX   | <input type="checkbox"/> Novell     | <input type="checkbox"/> Banyan Vines | <input type="checkbox"/> Microsoft | <input type="checkbox"/> Lotus Notes |
| <input type="checkbox"/> Windows     | <input type="checkbox"/> Sun    | <input type="checkbox"/> Authorized | <input type="checkbox"/> Regional VAR | Solutions Provider                 |                                      |
| <input type="checkbox"/> Windows 95  | <input type="checkbox"/> AIX    | <input type="checkbox"/> Gold       | <input type="checkbox"/> National VAR | <input type="checkbox"/> Partner   |                                      |
| <input type="checkbox"/> Windows NT  | <input type="checkbox"/> Ultrix | <input type="checkbox"/> Platinum   | <input type="checkbox"/> Member       |                                    |                                      |
| <input type="checkbox"/> OS/2        | <input type="checkbox"/> SCO    |                                     |                                       |                                    |                                      |
| <input type="checkbox"/> Macintosh   |                                 |                                     |                                       |                                    |                                      |
| <input type="checkbox"/> Other _____ |                                 |                                     |                                       |                                    |                                      |

## SUPPORT SERVICES

Customer Support Strategy:  Online  Call Back

On-site Technical Support:  Yes  No If yes, list: \_\_\_\_\_

Service Offerings (Check all that apply):

- |              |               |                          |                          |                        |
|--------------|---------------|--------------------------|--------------------------|------------------------|
| <u>Times</u> | <u>Two Hr</u> | <u>Same Day Response</u> | <u>Next Day Response</u> | <u>Other (Specify)</u> |
| 5x8          |               |                          |                          |                        |
| 5x9          |               |                          |                          |                        |
| 7x12         |               |                          |                          |                        |
| 7x24         |               |                          |                          |                        |

Regularly Scheduled Technical Support Training:  Yes  No If yes, list: \_\_\_\_\_

Regularly Scheduled Training for Customers:  Yes  No If yes, list: \_\_\_\_\_

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**EXABYTE THIRD PARTY MAINTENANCE AUTHORIZATION**

If you do not wish to become an Exabyte self-maintenance provider, do you agree to use only an Exabyte-authorized third-party maintenance provider (TPM)?  Yes  No

Please check the TPM you prefer:

- Digital  Decision One  
 Grumman  Other (please list) \_\_\_\_\_

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**EXABYTE SELF-MAINTENANCE AUTHORIZATION**

1. Provide name(s) and phone numbers of technical support personnel "to be Exabyte trained".

At least one person must be available during normal business hours, 8:00 am to 5:00 pm, Monday through Friday.

\_\_\_\_\_

\_\_\_\_\_

2. Provide geographic coverage.

3. Provide call dispatch and escalation procedures.

4. Are you willing to purchase the minimum required spares for library support exclusively from Exabyte?

Yes  No

5. Are you willing to purchase all necessary product documentation and training materials?  Yes  No

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**PRODUCT PROCUREMENT**

Is your company affiliated with a national retail chain or franchise?

Yes  No Name \_\_\_\_\_

What type of affiliation?  corporate owned  privately owned  other

Name your top three distributors for storage products: \_\_\_\_\_

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**RESELLER AUTHORIZATION**

We the undersigned agree to abide by the terms and conditions of this application such that we may participate in the Exabyte Library Reseller Program as described by this information folder.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Title \_\_\_\_\_

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**EXABYTE**

This reseller has been authorized as a Qualified Exabyte Library Reseller.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Title \_\_\_\_\_

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**AUTHORIZATION IDENTIFICATION**

Use your Authorization Identification Number when ordering library equipment, spares, and service covered by this agreement. the number will be supplied by Exabyte after review of the above application.

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**PLEASE FAX BACK A COMPLETED APPLICATION TO:**

Exabyte Inside Sales Representative  
303-417-5500

