



VMware Account Change Form ("ACF")

This form is to be used for the name change and correction *and not for assignment/transfer of licenses between different end user companies.*

This ACF may be used:

- (i) Where customer has changed their name, excluding as a result of a merger or acquisition, and their old name no longer exist;
 - **Back up Documentation:** Please provide either a copy of the Chamber of Commerce legal registry change confirmation OR a press release
 - ✓ **Japan:** VMware requires the commercial registration issued by the Ministry of Justice
 - ✓ **China:** VMware requires 1) Documentation issued and chopped by the Administrative Bureau of Industry and Commerce (AIC) regarding the name change; and 2) a new Business License with the new company name.

- (ii) Due to a spelling error;
 - **Back up Documentation:** Please provide either a copy of the Chamber of Commerce legal registry confirmation OR a press release

- (iii) Reseller errors more than 30 days from order date (where Reseller ordered licenses directly from VMware) ;
 - **Back up Documentation 1:** Registration email address
 - ✓ Registration email address has to be the correct end-users email address
 - ✓ If Licenses not registered yet – customer has to register the licenses first before the ACF will be submitted
 - ✓ If registration email address is the reseller – VMware will be responsible for the changes.
 - **Back up Documentation 2:** Invoice
 - ✓ Needs to state that the correct end user has paid the reseller for the licenses.
 - ✓ Invoice date has to be the same or after the Order date
 - ✓ If Order date is before the invoice date – 1 week difference is allowed

- (iv) Reseller errors where Reseller ordered licenses from OEM Partner
 - **Back up Documentation:** Invoice
 - ✓ Need to state that the correct end user has paid the reseller for the licenses.
 - ✓ Invoice date is the same or before the redemption date

**=This is a required field.*

Back up documentation:

- Please provide VMware with supporting documentation according to the requirements of the table above in **ENGLISH ONLY**.
- Should your supporting documentation be in another language – you must provide VMware with a translation in English.
- The supporting documentation should be provided to VMware at time of submission along with the completed ACF.
- Please note that incomplete/insufficient supporting documentation may result in the rejection or delay of your ACF request.

The party submitting this form shall hereinafter be referred to as the "*Requester*".

Once the Requester has completed this form, please submit this request with the supporting documentation in English to: vi hotline@vmware.com

Upon receipt of the completed request form, VMware will review the request and contact the Requester if additional information is needed.

Upon receipt of a completed ACF and validation of the information provided, VMware will adjust its records to reflect the corrected information.

The Requester hereby acknowledges that by submitting this form, they are authorizing VMware to update and/or correct information originally provided to VMware.

Section I

<i>Previous Name and Information</i>	
*Company Name:	
*Street Address, City, State/Province, Country and Postal Code:	
*Phone Number:	
*Facsimile Number:	
*Contact Name & Title:	
*Contact's E-mail Address:	
<i>New Name and Information</i>	
*Company Name:	
*Street Address, City, State/Province, Country and Postal Code:	
*Phone Number:	
*Facsimile Number:	
*Contact Name & Title:	
*Contact's E-mail Address:	

*=This is a required field.

Section II: General Information

Please provide the license information below that requires the Name Change/Correction.

*Product Description	*Product License Activation Code or Serial Number	*Quantity	*VMware Order Number Subscription Contract Number

Requested by (End User, Distributor or Reseller circle one and sign below):

Signature

Name and Title

Date

PLEASE BE SURE TO CHECK THIS ACF TO ENSURE THAT ALL REQUIRED FIELDS ARE FILLED-IN APPROPRIATELY TO PREVENT ANY DELAYS IN PROCESSING YOUR REQUEST.

**=This is a required field.*