

10 January, 2005

You have been selected to attend the Annual Novell Customer Communities (NCC) Leadership Conference 2005. The Conference will be held from Friday evening, March 18, 2005 through Sunday, March 20, 2005 at the Hilton Hotel in Salt Lake City, Utah. This is the weekend prior to BrainShare, which will be held March 20-25 at the Salt Lake Convention Center.

NCC will provide a room for Leadership conference attendees at the Hilton Hotel in Salt Lake City Friday night, March 18 and Saturday night, March 19. You do not need to make hotel reservations for the Leadership Conference, March 18-20, but if you plan to stay for Novell's BrainShare conference, <http://www.novell.com/brainshare> you will need to make your own hotel reservations for the week of BrainShare March 20-25. You can reserve your hotel through the BrainShare Registration website once you receive your registration code from Brent.

Airfare

We recommend that you fly into Salt Lake City Friday, March 18, arriving in the afternoon or early evening. Please arrange for transport to the Hilton Hotel. The Hilton Hotel website is

<http://www.hilton.com/en/hi/hotels/index.jhtml?ctyhocn=SLCCCHH>

You will be responsible for acquiring your own airline tickets. You will be reimbursed for your airfare at the Leadership Conference up to the following amounts:

U.S.A. and Canada

West Coast - \$175.00

Midwest - \$275.00

East Coast - \$375.00

All other International-\$1250.00

In order to be reimbursed, you will need to send **a copy of both your ticket and itinerary with the amount of the ticket** by e-mail to bsharp@novell.com or fax to NCC attn: Brent Sharp at (801) 861-2631.

Leadership Conference Registration

If you can attend the NCC Leadership Training, 18-20 March, 2005 please RSVP to Brent Sharp, bsharp@novell.com by January 21st, 2005. Please include the following information in your RSVP e-mail:

Name:

Employer/Company:

E-Mail:

Contact Phone:

Emergency Contact Name:

Emergency Contact Telephone Number:

Smoking or non-smoking:

We strongly encourage all Leadership Conference attendees to attend BrainShare and volunteer in the NCC Hands on Training Labs.

If you can attend the Conference and would like to volunteer to help in the Hands on Labs at BrainShare.

NCC will again be sponsoring Hands On Training Labs during BrainShare. We are in need of 50 volunteers. 25 of which will need to have Linux experience. Volunteer's will monitor and support the Hands on Labs. Requirements include:

1.1 Attending a training session on Sunday, March 20th in the afternoon and help set-up if needed.

1.2 Monitoring and supporting the training labs one full day during BrainShare.

1.3 Assist in taking down the lab on Friday, March 25th if needed.

If you choose to help in the labs, NCC will pay your BrainShare fee, however you will be responsible for your own hotel expenses during BrainShare March 20-25.

If you would like to volunteer to help in the NCC BrainShare Labs and agree to the above information, please RSVP to Brent Sharp and Brent will give you the BrainShare/HOTlabs 2005 Registration Code.

Questions? Please contact Brent Sharp bsharp@novell.com, (801) 861-2585, 1-800-453-1267 x12585 or Kimberly Wright kwright@novell.com (801) 861-2605 or 1-800-453-1267 x12605.

Sincerely,

Brent Sharp,

Director

Novell Customer Communities

P.O. Box 50866

Provo, UT 84605

bsharp@novell.com