

MICROSOFT IOWA VOLUME LICENSE CLAIM FORM INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE FILLING OUT THE VOLUME LICENSE CLAIM FORM.

Follow these instructions carefully. If you do not completely and correctly fill out your Volume License Claim Form, it may delay the processing of your claim. If you have any questions, call 1-877-477-0960 and press 9 during the introductory recording to be directly transferred to an operator who is specially trained to answer questions relating to volume license claims.

Use this **Volume License Claim Form** if you obtained any eligible Microsoft products by purchasing them through the Microsoft Open, Select or Enterprise volume license programs. If you purchased eligible Microsoft products before, after or outside the scope of your volume license, you may make a claim for those non-volume license purchases in addition to your volume license purchases on this Volume License Claim Form.

You may make a claim for each copy, license or version of the eligible Microsoft products you purchased from May 18, 1994, through and including June 30, 2006 (from July 1, 2002 through and including June 30, 2006 for Iowa state and local governments) for use in Iowa, including Windows, Windows for Workgroups, Windows NT Workstation, MS-DOS, Office, Excel, Word, Works Suite, or Home Essentials 97 or 98. You may make a claim for eligible Microsoft products regardless of whether they were installed at the time you purchased your computer or at a later time. Purchases of software for server computers and Apple computers are not eligible. If you purchased multiple copies, licenses or versions of the same product, you may make a claim for each separate copy, license or version on the Volume License Claim Form. Every copy of Office comes with Word and Excel. You may not make a claim for the versions of Word and Excel that came with a purchase of Office; only list copies of Word and Excel that you purchased separately from Office.

In order to receive the benefits of this settlement, you must first complete and mail the Volume License Claim Form with any requested attachments to: Microsoft - Iowa Settlement, P.O. Box 1528, Minneapolis, MN 55440-1528, **postmarked on or before December 14, 2007**. This deadline may be extended by the Court. Please refer to www.IowaMicrosoftCase.com for further updates.

IF YOU DO NOT RETURN THE VOLUME LICENSE CLAIM FORM POSTMARKED ON OR BEFORE DECEMBER 14, 2007, YOUR CLAIM CANNOT BE PROCESSED, AND YOU WILL NOT BE ENTITLED TO RECEIVE SETTLEMENT BENEFITS.

After your claim is approved, you will receive a voucher that may be redeemed for cash after you have purchased any of a wide variety of computer hardware or software products. **Your voucher will be worth \$16 for each copy, license or version of Windows or MS-DOS included in your claim; \$29 for each copy, license or version of Office; \$25 for each copy, license or version of Excel; and \$10 for each copy, license or version of Word, Works Suite or Home Essentials 97 and 98.**

SETTLEMENT BENEFITS WILL BE ISSUED AS SOON AS THE SETTLEMENT HAS RECEIVED FINAL APPROVAL BY THE COURT AND ANY APPEALS ARE RESOLVED. IF THERE ARE APPEALS, WE CANNOT ESTIMATE HOW LONG THEY MAY TAKE TO RESOLVE. YOU MAY VIEW UPDATES ON THE PROGRESS OF THE APPROVAL PROCESS AT www.IowaMicrosoftCase.com.

Instructions for the Separate Parts of Your Volume License Claim Form

Part A.

You must complete Part A of the Volume License Claim Form. If any preprinted name or address information in Part A is incorrect, please write your changes in the space provided. All future correspondence will be sent to the address listed in this section.

If you are filing on behalf of a business, organization, or Iowa state or local governmental entity you must provide its Federal Taxpayer Identification Number. For corporations and other entities, this is your Employer Identification Number. If you are filing a claim as an individual, you must provide either the last four digits of your Social Security number or attach a photocopy of your driver's license. Identification numbers will be used only for settlement purposes. They will not be disclosed or used for any other purpose.

Part B.

In Part B, you may make claims for eligible Microsoft products purchased through the Open, Select, or Enterprise volume license programs from May 18, 1994, through and including June 30, 2006 (from July 1, 2002, through and including June 30, 2006 for Iowa state and local governments), for use in Iowa.

You may complete the volume license portion of your claim by merely checking the box near the top of Part B. If you check that box, Microsoft will provide the Settlement Claims Administrator with its record of your eligible volume license purchases. Your claim will be approved for any eligible volume license purchases that appear in Microsoft's records. You can find detailed directions on how to obtain online access to these Microsoft records of your purchases at the Settlement Claims Administrator's website, www.lowaMicrosoftCase.com. To assist in our search, attach a listing of any additional company names or volume license agreement, authorization or enrollment numbers you would like included in your search. If your company has changed names or acquired other companies, please include that information.

You must also fill out Part C if you made any purchases of eligible Microsoft products that were separate from your volume license program purchases.

Part C.

You must complete Part C if you wish to claim copies of eligible products obtained outside of an Open, Select, or Enterprise volume license program in addition to the volume license claims you made in Part B.

If Part C does not have a sufficient number of lines to list all of your eligible products, you may photocopy this page of the Claim Form, list your additional copies of eligible products on the photocopied pages and include those pages as part of your claim.

Proof of purchase is not required for the products in Part C as long as the total voucher value for these products does not exceed \$200. Proof of purchase is required for claims in Part C over the initial \$200. Proof of purchase may be provided in a wide variety of ways:

1. You may attach proof of purchase (such as a copy of a purchase receipt, invoice, packing slip or original Certificate of Authenticity) that will be reviewed for adequacy by the Settlement Claims Administrator. Businesses may have such records included in their tax documentation. To assist the Settlement Claims Administrator in understanding your attached documentation, please provide as much of the information requested in Part C of the Claim Form as possible, including Name of Product Purchased, Product Code, Year Purchased, Seller Name and Quantity Purchased. In addition, if your attached documentation includes products other than those you are claiming, please clarify which products you are claiming by circling, highlighting or otherwise identifying them.
2. If you provide a valid Product ID number, Product Key number or CD Key number for each of the products listed, your claim will be processed without the need for additional documentation. Instructions on how to find these numbers on your eligible products are provided below.

Additional information about how to find your Certificates of Authenticity, Product Key numbers, Product ID numbers, and CD Key numbers, including examples of them, are located on the website www.lowaMicrosoftCase.com.

Finding Your Proof Of Purchase Identifying Numbers

Additional information about Certificates of Authenticity, Product Key numbers, Product ID numbers, and CD Key numbers, including examples of them, are located on the website www.lowaMicrosoftCase.com.

FOR OPERATING SYSTEMS (All eligible Windows and MS-DOS products):

1. For operating systems that came loaded on a computer you bought after June 1998, you can usually find a Product Key number or Product ID number on a Certificate of Authenticity attached to the chassis of your computer.
2. The Product Key number or Product ID number may sometimes be found on the Certificate of Authenticity printed on your Operating System product manual.

3. You can often find the Product Key number on the CD case that came with the software. The Product Key number is on an orange sticker located on the CD case.
4. You can also find the Product ID number for Windows 95, Windows 98, Windows 98 Second Edition, Windows Me, Windows 2000 and Windows 2000 Professional, and all versions of Windows NT Workstation (except version 1.0) by right-clicking on "My Computer" and then clicking on "Properties." Alternatively, you may click on "Start," then on "Control Panel" and then on "System."

FOR APPLICATIONS (Office, Excel or Word, Works Suite and Home Essentials 97 or 98):

1. For products that came on a CD-ROM, there is often an orange sticker with a "Product Key" or "CD Key" number on the CD case or sleeve.
2. The Product Key number or Product ID number may sometimes be found on the Certificate of Authenticity printed on the product manual, or attached to the CD case or sleeve.
3. For all versions of Office, Excel, Word, Works Suite and Home Essentials, the Product ID number can be found by opening the "Excel" or "Word" application, clicking "Help," and clicking "About [application name]" (e.g. "About Microsoft Excel" or "About Microsoft Word").

FOR OLDER PRODUCTS OR FOR PRODUCTS NO LONGER IN USE ON YOUR COMPUTER:

If you cannot find the CD case or sleeve for your product, you should look for the Certificate of Authenticity. Most Certificates of Authenticity have either a Product ID or Product Key number printed on them. You can use this number to document your purchase of that product. The Certificate of Authenticity can be found in three places:

1. Certificates of Authenticity for operating systems are often attached to the computer chassis. Those Certificates of Authenticity have a Product Key number or a Product ID number on them. You can use one of these numbers to verify your purchase of that operating system product.
2. Certificates of Authenticity are often part of the product manual. Sometimes the entire front cover of the manual is the Certificate of Authenticity, and sometimes the Certificate of Authenticity is a large sticker on the cover of the manual. Often these Certificates of Authenticity have a Product ID number or Product Key number on them. You can use one of these numbers to verify your purchase of that operating system or application product.
3. Certificates of Authenticity were sometimes located on the box the software product came in. These Certificates of Authenticity generally do not have a number on them. If you cannot find a Product ID or Product Key number on your Certificate of Authenticity, you can enclose the original Certificate of Authenticity itself with this Claim Form to document your purchase. Please make and retain a copy of your original Certificate of Authenticity as it will not be returned to you.

Attaching Alternative Documentation Of Your Purchases

If you cannot provide one of these identifying numbers, but attach other documentation of your purchases (e.g. copies of purchase receipts, invoices, packing slips, original Certificates of Authenticity, etc.), you may still make a claim in Part C. Also, if you made a substantial number of purchases and have documentation that more quickly and easily verifies your purchase, you may choose to attach your other documentation instead. For example, if you purchased 50 Microsoft Word licenses simultaneously, you may prefer to attach an invoice rather than write each of the 50 identifying numbers separately.

The Settlement Claims Administrator will review copies of any purchase receipts, invoices, packing slips, original Certificates of Authenticity, or other documentation of purchases you attach for adequacy. Businesses may have such records included in their tax documentation.

To assist the Settlement Claims Administrator in understanding your attached documentation, please provide as much of the information requested in Part C of the Claim Form as possible, including Name of Product Purchased, Product Code, Year Purchased, Seller Name and Quantity Purchased. In addition, if your attached documentation includes products other than those you are claiming, please clarify which products you are claiming by circling, highlighting or otherwise identifying them.

Part D.

You must complete, sign and date Part D of this Volume License Claim Form.

Part E.

If your total claim is \$600 or more, you must complete Part E. The complete instructions for Part E are on the Volume License Claim Form. If you have any questions about whether you or the entity you represent is subject to backup withholding, you should consult your organization's tax advisor.

Part F.

You do not need to complete Part F if you want to receive vouchers that may be redeemed for cash after a future purchase of qualifying computer hardware or software products.

Complete Part F only if you have already made purchases of qualifying hardware or software since April 25, 2007 and want to receive a payment for your claims in Parts B and/or C without first receiving a voucher.

Qualifying hardware includes new desktop, laptop or tablet computers and the following peripheral hardware products: printer, scanner, monitor, keyboard or pointing device (e.g. mouse or trackball). Class Members whose total claim is \$950 or more must purchase a computer in order to be eligible to use vouchers for printers, monitors, scanners, keyboards and pointing devices.

Qualifying software includes any non-custom software used on qualifying computer hardware.

The complete instructions for Part F are listed on Part F of the Volume License Claim Form.