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Customer support

Invoices and payments

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Customer support

IBM Customer Support Operations (CSO) provides administrative support to customers in the United States. We are committed to delivering high quality service that adds value to our relationship with you, our customers.

CUSTOMER SUPPORT PLAN

for CSO (Customer Support Operations)

For the US

Purpose of Support Plan

This document communicates IBM's non-technical support to commercial customers (*i.e.,* not individual consumers). You will find information on IBM e-Support as well as information available by phone.

NOTE: To download the latest version of this document, go to http://www.ibm.com/support/ then search under Technical Support using "customer support plan" (quotation marks included) in the search field.

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Customer Support Operations (CSO) Overview - for the US

☑ **Are you a commercial customer (*i.e.,* not an individual consumer), a state, local, or US federal customer? a Business Partner?**

☑ **Do you ever have questions about an invoice from IBM or want to check on the status of an order?**

☑ **Do you have other administrative questions about your account and inventory?**

Customer Support Operations (CSO) provides the following types of non-technical support:

- Order entry and order management for hardware, software, and publications

- Scheduling and delivery coordination

- Contract management for IBM maintenance, services, purchases, and software licensing

- Inventory record keeping

- Billing and invoicing reconciliation and customization

- Collection and reconciliation of accounts receivable

CSO can help you understand and clarify many non-technical queries you may have involving:

- Invoices and payments -- including billing options, payment methods and terms, plus dispute resolution

- Tracking of hardware and software type/model/serial numbers

- Administrative support for maintenance and service contracts, including billing

- Order information status

- SW order management, contract management, inventory management, billing, disputes, and expiration/renewal management

Make Contact!

For information or to initiate service requests, please visit our web site at http://www.ibm.com/support/operations

You may also contact CSO by phone (see list below):

Commercial Customers	**1-877-426-6006**
State & Local Government Customers	**1-877-426-6006**
US Federal Government Customers	**1-800-333-6705**
Business Partners	**1-800-426-9990**

- *We welcome your questions, comments, and feedback.*

If you are calling, depending on the type of inquiry, please have the following relevant information available, which may include your:

- *Customer number*
- *Order confirmation number*
- *Contract number*
- *Invoice number*