



CUSTOMER SUPPORT PLAN

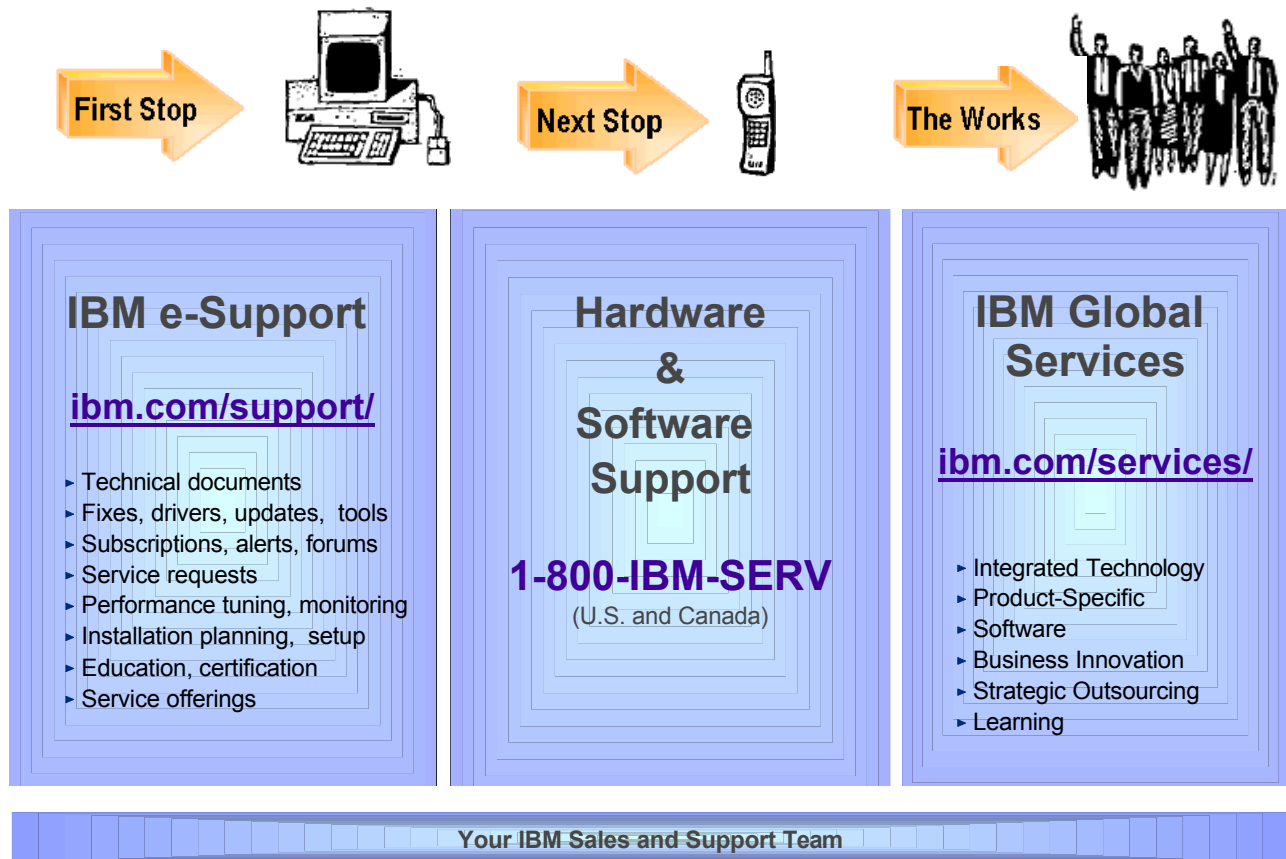
Prepared for :

This document communicates IBM technical support available to you, the procedures for obtaining support, and information on contacting IBM.

You will find information on IBM e-support, hardware and software reporting procedures, escalation processes (including a chart defining severity levels), team members' roles and responsibilities, as well as information available by phone.

Overview of IBM Support Structure

From IBM's very largest customer to the individual consumer, the Web (<http://ibm.com/support>) is key to enabling e-relationships any time, day or night. Below is a bird's-eye view of IBM's customer support structure:



*"IBM ... continues to leverage its strengths as the most recognized brand in IT and as **the company that can offer the greatest depth and breadth of service to customers.***

IBM -- and only IBM -- can offer service, support and integration capabilities to almost any enterprise almost anywhere in the world, and those capabilities are an even more important competitive differentiator in difficult economic times."

"Gartner Viewpoint" (<http://www.cnet.com>) 12.10.2001

Your first stop for IBM support . . . e-Support

<http://techsupport.services.ibm.com/>

Our technical support portal offers you **self-service 24 x 7 x 365**, with its powerful, cross-IBM offering knowledge base.

Use this site as your starting point to find tools and resources that help you streamline the technical planning and support for your IBM eServer. It's support at your fingertips -- from planning to education to installation to maintenance, and everything in between.

You will find important support and reference information such as:

- ◆ Planning
- ◆ Problem Solving
- ◆ Fixes
- ◆ Documentation
- ◆ Education
- ◆ Services
- ◆ and much more...



***iSource* -- Your Customizable, One-Stop Source for IBM Information**

With *iSource* from IBM, you get only the updated information about the industry news, e-business, and IBM product information that's important to you. Best of all, there is no charge for this service. *iSource* uses your own selections to customize the e-mail you receive from IBM. You can change your preferences whenever you please, and never have to worry about information overload. Major news categories include announcement letters, *Focusing on You*, special promotions, news digest, and press releases. To receive *iSource*, simply sign up -- at <http://isource.ibm.com/world/index.shtml>



Don't overlook Redbooks!

IBM Redbooks are "how-to" guides to technical information, and Redbooks Online! is THE web source for finding complete information on IBM solutions and offerings. View and download complete books. Find the Redbook you want one of two ways: 1) do a quick keyword search for a hit list of IBM Redbooks, Redpieces, and Redpapers or 2) browse through preselected categories. See <http://www.redbooks.ibm.com>



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To order hard copy publications for a fee, however, you will be asked to provide your name, address, e-mail address, and credit card information. This information allows your IBM Publications Center search results to display prices in your local currency. If available in stock, your order will be dispatched within 8-14 days by surface delivery, without additional cost.

IBM Public Information and Services Main Menu:

See <http://www2.ibm.link.ibm.com/cgi-bin/master?xh=SWH9RFBnfE88R02USenGnI9332&request=text&parms=mainPage.txt&xhi=&xfr=F>

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Residencies



IBM Redbooks are developed through a unique program -- the Residency -- that teams IBM technical professionals with IBM Business Partners, customers, and IBM product development staff. These residents are chosen through competitive nomination, and develop an IBM Redbook while working at one of the IBM International Technical Support Organization (ITSO) centers for two to eight weeks.

This intensive residency is where small teams explore and document (via a Redbook) a product's implementation, integration, and operations -- applying leading-edge information technology to customer needs. If you are interested in participating in a residency, see IBM Redbook home -- <http://www.redbooks.ibm.com>

IBMLink

Electronic Service and Support for your eServers available at <http://www.ibm.com/ibmlink/>

- ◆ **InfoLink** - Sales Manual, announcements, and catalogs
- ◆ **OrderLink** - Configurators, prices, and schedules
- ◆ **ServiceLink** - Problem resolution, Q&A, and preventive service
- ◆ **UserFunctions** - Guide, profiles, notes, and forms

IBM[®] ^ iSeries[®] e-Support

<http://www-1.ibm.com/servers/eserver/support/series/>

iSeries Nation

<http://www-1.ibm.com/servers/eserver/series/nation/>

iSeries Nation is the essential destination for the iSeries community. Become a citizen today! Registration is quick and easy, and gives you access to valuable offers and a wealth of information to help you improve your IT department...and your business.



Categories include:

- ◆ **What's new in The Nation**
- ◆ **Citizen Hotline** -- At iSeries Nation, we believe that communication is everything. Through this site, you can ask us questions, provide feedback, or connect directly to our Rochester Customer Satisfaction organization. Take advantage of the options below - it's your privilege as an iSeries Nation citizen.
- ◆ **Chats** -- in 2002, The Nation held 38 conference calls with 6,800 participants
- ◆ **Features**
- ◆ **Special Offers**
- ◆ **Reading Room** -- White papers, analyst reports, interviews, case studies
- ◆ **Upcoming Events**
- ◆ **Resources** -- Clearance Corner, Small Business School, iSeries Network Books

Support for Hardware, Software, and "Don't Know"

If you don't find the hardware information that you need with e-Support, call IBM Service at **1-800-IBM-SERV**

Your first call will connect you to your IBM® Remote Technical Support Center Representative, who will help diagnose your hardware problem and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. You can reach Hardware Support at **1-800-IBM-SERV**. The Service Delivery Manager or Duty Manager can assist you with any service issues.

BEFORE YOU CALL . . .

To help technicians more quickly determine and resolve your problem, please have your :

- | | |
|-------------------------------|--|
| * Machine Type | * Model number |
| * Serial number | * BIOS revisions (if appropriate) |
| * Other pertinent info | |

PLEASE:

Record your tracking number (PMR or PMH)

Support staff can dispatch a hardware Customer Service Representative if necessary.

Escalation:

The National Duty Manager is responsible for providing IBM management support for the delivery of maintenance and services to IBM customers on a 24 hour basis 365 days of the year. The NDM is responsible for service delivery outside of normal business hours, and manages alerts and critical situations to ensure efficient and effective coordination of available resources. The NDM responds to escalations from customers and IBM personnel, providing assistance and situation management as needed. The National Service Delivery Manager can be reached at **1-800-IBM-SERV**.

Don't know? Call 1-800-IBM-4YOU

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the support number listed above or call our general information number **1-800-IBM-4YOU between 7am - 10pm EST**. You are a valued customer. If, for any reason, we are not meeting your expectations, please call the **Duty Manager -- (US and CAN) 1-800-IBM-SERV or Integrated Technology Services Sales -- (US) 1-888-426-4343 (option 3) or (CAN) 1-800-426-2255**.

Problem Resolution Using Severity Codes

The severity codes below determine how IBM escalates problems. Report a severity code when placing the initial service request call.

Severity 1— CRISIS

- ♦ *The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.*
- ♦ *No bypass alternatives are available.*
- ♦ *Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.*

Severity 2 — MAJOR

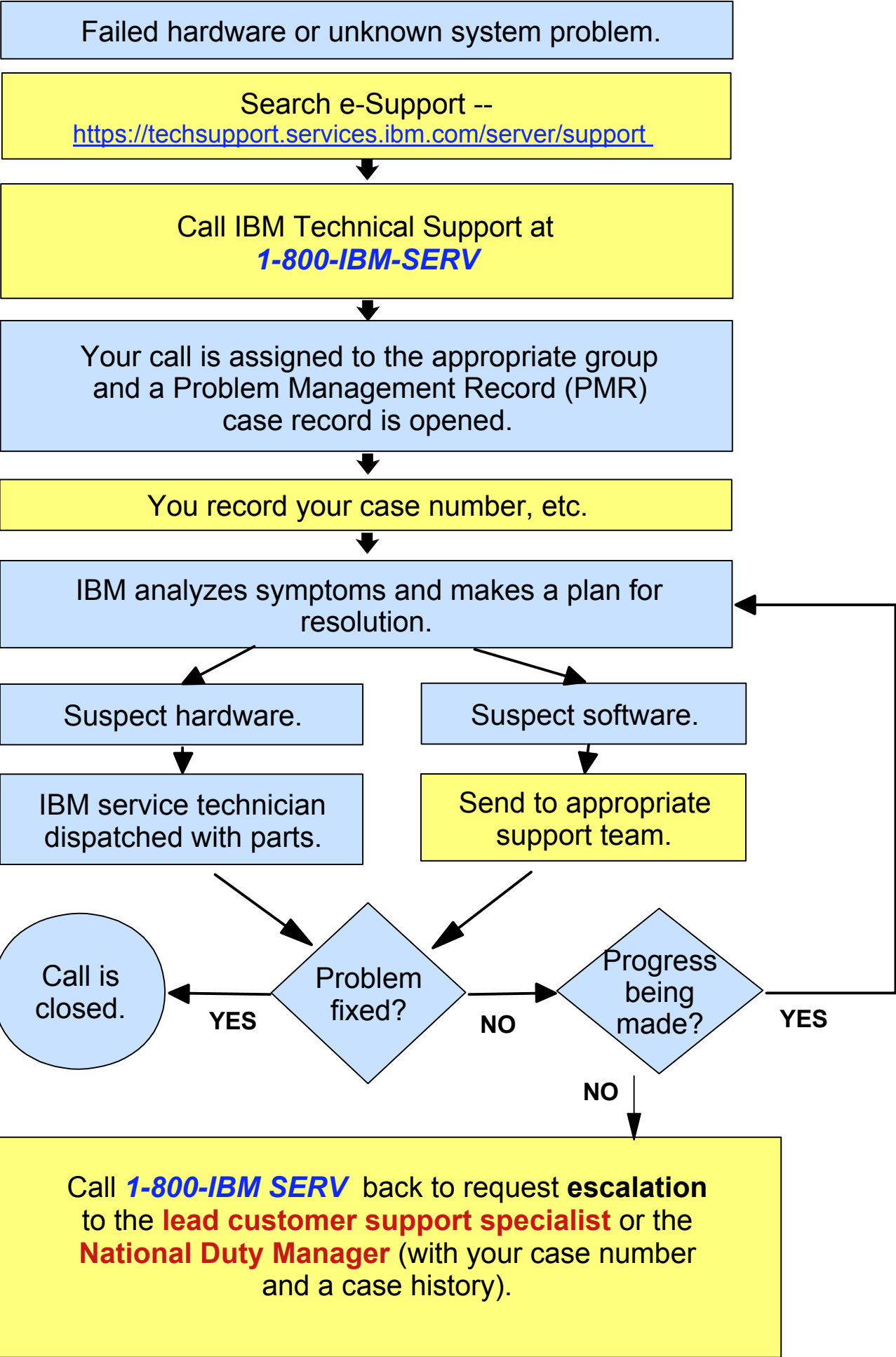
- ♦ *A problem that causes a severe operational impact.*
- ♦ *Bypassing the problem is possible but not feasible.*
- ♦ *Severity 2 requires that the failing component be made available for repair.*

Severity 3 — MINOR

- ♦ *Any problem causing restricted function or minor impact on performance.*
- ♦ *Bypassing the problem is both possible / feasible.*
- ♦ *Deferred maintenance may be acceptable.*

Severity 4 — BYPASSED

- ♦ *A circumvented problem.*
- ♦ *The problem's impact is non-critical and does not affect operation.*
- ♦ *Deferred maintenance is acceptable.*



Customer Support Plan -- Support for Hardware, Software, and “Don’t Know”

For **WARRANTY INFORMATION**, visit these sites:

IBM’s Limited Warranty for Machines

Personal Computing (Net Vista, ThinkPad) http://www-1.ibm.com/servers/support/machine_warranties/sbp_personalcomputing.html

Servers (all eServers)

http://www-1.ibm.com/servers/support/machine_warranties/sbp_servers.html

Storage

http://www-1.ibm.com/servers/support/machine_warranties/sbp_storage.html

Printing Systems

http://www-1.ibm.com/servers/support/machine_warranties/sbp_printingsystems.html

For **STORAGE** hardware support on the following products, call the numbers below:

Brocade: 1-800-IBM SERV (2109 SAN Fibre Channel Switch)

INRANGE: 1-800-657-6897 (2042 INRANGE Fibre Channel Director)

McDATA: 1-800-752-4572 (2031 McDATA Fabric/Loop Switches; 2032 McDATA Fibre Channel Director)

For **PRINTING SYSTEMS** support, call the number below:

IBM Printing Systems Service and Support: 1-800-358-6661

- Service agreements and quality issues
- Supplies and maintenance
- Printer Selection Center for pre-sales assistance
- Technical support for IBM Infoprint Family of printers and printing solutions

iSeries Operating System Software Support

IBM Software Maintenance for iSeries

IBM's world-class Software Support is now available under "Software Maintenance (SWMA) for iSeries." This new Solution for the OS/400 Operating System and its associated group of products takes IBM's software subscription for upgrade entitlement and IBM's world-class technical support organization, and combines them into a single offering for IBM @server™ iSeries™ systems running OS/400®.



The SWMA offering provides **prime shift coverage during normal country business hours with off-shift coverage for emergency (severity 1) problems**. An open authorized caller list will provide access on demand to IBM product specialists. **Automatic notification and online updates on demand** will provide the latest versions and releases to your eligible software.

SWMA also lets you take advantage of both telephone and electronic access to IBM's service specialists, who can address a wide variety of questions and concerns, including:

- Usage and installation
- Product compatibility and inter-operability
- Interpretation of product documentation
- Diagnostic information review to help isolate the cause of a problem
- Configuration samples
- IBM and multi-vendor database searches
- Assistance with problem source identification and problem resolution.

SWMA is included, with its appropriate price, as of January 24, 2003 with new iSeries systems configured with OS/400. All current upgrade entitlement and support contracts will be honored through their expiration. Your IBM representative can provide information about your options for migrating to SWMA.

To learn more about Software Maintenance for iSeries:

[Http://www-912.ibm.com/supporthome.nsf/document/29354254](http://www-912.ibm.com/supporthome.nsf/document/29354254)

NOTE 1: Software upgrade entitlement for iSeries and remotely delivered software technical support will be withdrawn from the Support Line offering, effective July 31, 2003. Software Maintenance (SWMA) provides entitlement to software technical support as well as software product upgrades.

NOTE 2: For iSeries customers in the US, a Support Line project office is available to assist in determination of contract types, renewal dates, general offering information, etc.. Contracts will NOT be transitioned automatically as has been done previously. The project office can be contacted at:
Customers = 800-773-8091 (option 2) between 8-5 Central, Monday-Friday
Internals = SLTRANS@US.IBM.COM

Software Brand Support -- for DB2, Lotus, Rational, Tivoli, and WebSphere

What is IBM Software Support?

IBM's software support strategy combines subscription (upgrade protection) and remote technical support in a single, easy-to-buy feature called **Software Maintenance**.

Currently, several types of support offerings are available for the family of IBM Software Products. This pyramid outlines the progression of support available. Following is a quick explanation of each support offering and when you would use each type.

Self Help

All IBM customers are entitled to take advantage of the Self-Help services at

<http://ibm.com/software/support> We offer a vast range of online service offerings designed to augment and enhance the value of your IT operation. With these online resources and tools, our self-help software support Internet site will meet many of your support needs. You will find here many capabilities such as basic search for closed APARs and software fixes, information on how to purchase software maintenance and premium support, marketing information, links to education and training information, and links to the IBM Software Support Handbook.

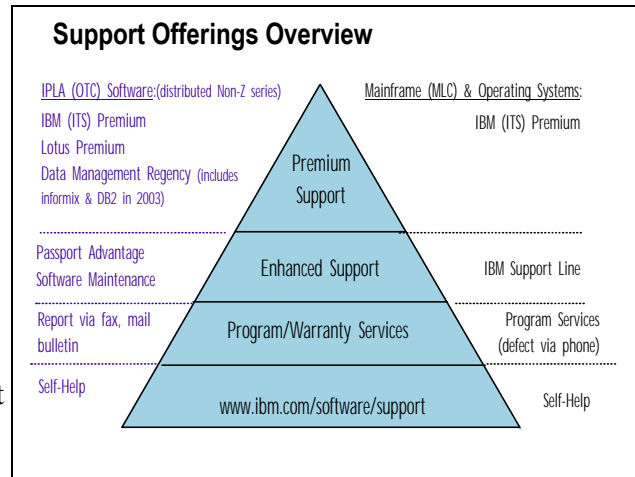
Note: Using only Self-Help is not recommended if you have a mission-critical deployment of IBM Software in your environment.

Program/Warranty Services

Continuing up the pyramid is Program/Warranty Services. Program Services, a support element baked into selected IBM products, allows you to report suspected defects to IBM via mail, fax or electronic means. You will receive a response back from IBM in the same media as you sent.

Enhanced Support

The next level on the pyramid is called Enhanced Support or Software Maintenance. Enhanced Support is available for an additional fee and provides a much more comprehensive support plan than does self-help. Enhanced Support is provided with the purchase of IBM Software for the first year. After the first year, if you want to continue the Enhanced Support, there is an associated fee and the Enhanced Support must be renewed on a yearly basis. This is designed to provide comprehensive, high quality remote technical support to your IS organization. Remote technical support allows you to obtain assistance from IBM for product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. Please check the IBM Software Support Handbook for a list of remote technical support services.



Premium Support

The final and top layer of the Software Support Pyramid is Premium Support. This offering is also provided as an additional fee service. These optional services can be customized to fit your individual needs. You can get direct access to IBM specialists who are able to handle all types of software support issues you may encounter.

Complete information about IBM's Support Family of Services can be found on the Internet at <http://ibm.com/services>

Support Lifecycle Process (End of Service)

At some point in a software product's lifecycle, support may end for the product as it was originally announced. A policy is in place to help you understand how the support lifecycle process works. The goal of this policy is to give customers a reasonable amount of time to purchase, install, and productively use a product, then migrate to a new version/release of that product. For those products that deliver a new version/release on an annual basis, this policy will allow customers to skip a version/release and migrate from release $n-2$ to release n , where n is the most current version/release.

The highlights of this policy include:

1. A minimum three-year support period for all products (at the version/release level), starting at the general availability date of the product
2. A minimum twelve months notice to customers of a product (version/release level) being withdrawn from support
3. Establishing April and September as the only two months of the year for products to be withdrawn from support
4. Ensuring all components in a product are supported until the product is withdrawn from support
5. Ensuring support extensions will be available to the customer, with the objective of assisting the customer to complete the migration to a more current version/release of the product.

The End of Service dates for products can be found at <http://www.ibm.com/Software/SupportLifecycle>.

Note: It is not recommended to use out of service products in mission-critical deployments.

How to find details about IBM Software Support

If you need further information about the different software support options IBM offers, what the responsibilities are of the Site Technical Contact, phone numbers of support sites around the world, or any other support information, you can go to one source -- The IBM Software Support Handbook -- at <http://ibm.com/software/support>



(You can download the PDF file for printing.)

Accessing Software Support

Customer Software Support Self-Help

As we mentioned earlier, you can go to <http://ibm.com/software/support> to access online support.

Software Voice Support

If you are a current subscriber to Enhanced Support under the Passport Advantage Program, then you are eligible for phone support by calling **1-800-IBM-SERV (800-426-7378)** in the US and Canada.

(Phone numbers are different in each country and can be found in the online Support Handbook.)

Required information before calling:

- ◆ Customer number or Support ID (SID)
- ◆ Contact phone number
- ◆ Software platform
- ◆ Product and version information related to the problem
- ◆ Description of the issue
- ◆ Business impact or severity of the problem (severity level examples are given on the Quick Guide page)

Software Electronic Support

Through the electronic problem submission Web site at <http://ibm.com/software/support> you may post support questions electronically to the same support specialists who staff IBM’s telephone support lines. Prior to submitting a problem via the Internet, you will need the same information as if you were placing a problem by telephone.

Electronic incident/PMR submission is available with the Passport Advantage and Passport Advantage Express Software Maintenance Offering through the IBM Software Support Web site.

You must be a registered user/authorized caller to use Electronic Software Support. To successfully register for electronic access, you must follow certain steps. To make this easier, we have developed several online tours for our Passport Advantage Software Maintenance customers that take you through step by step. For detailed information, see the Software Support Handbook.

These tours can be found at: <http://ibm.com/software/support> Click on “What’s New” and select “Site Tours,” “User Registration.”

If you have difficulties registering...

1. Work with your Site Technical Contact to be authorized for this service capability. Each customer has an assigned Site Technical Contact.
2. Send an e-mail to esrhelppdesk@Lotus.com

Other Tours

Other tours that will be useful for the new Support Site user are the “Problem Submission Tutorial,” the “Software Support Overview,” which takes you through the Support Web site, and the “My Software Support” tour, which teaches you to personalize your support experience. These tours are found at <http://ibm.com/software/support>

Escalating your Problem

If, at any point in the service process, your expectations are not being met by IBM, Lotus, Tivoli, Informix, or Rational Support, you can call attention to this problem by asking for a Duty Manager. The Duty Manager can be reached at **1-800-IBM-SERV or 1-800-426-7378 (in the US and Canada)**.

Downloading Product Upgrades

As part of the Passport Advantage Program, you are entitled to download product upgrades, download entitled software, purchase new IBM products online or renew Software Maintenance. All of these things can be accomplished by going to <http://ibm.com/software/passportadvantage>

Need to make an Administrative Change to your Passport Advantage Agreement?

There may be times when you need to contact someone at IBM to make some system changes to your Passport Advantage account. For example, you may need one of the following:

- ◆ Change your Site Technical Contact
- ◆ Lost your Customer number
- ◆ Not sure who to call for Technical Support
- ◆ Need your company address changed

If any of these are the case, you can send an e-mail to Support_Administration@Lotus.com

Inventory OnLine

<http://www.ibm.com/support/operations/inventory>

The **IBM Inventory OnLine** service lets you access your company's IBM inventory information via the Internet. You can:

- View inventory information quickly
- Eliminate the need to request this data from your IBM sales or support contact
- Reduce the need to handle paper reports

Free! There are no IBM charges associated with Inventory OnLine. No special software is required. The only requirement is an Internet browser and connection.

Register for access. To assure the privacy of your IBM inventory data, each Inventory OnLine user must register with IBM to receive a userid and password. A specific list of IBM customer numbers will be associated with each user. This ensures that each user sees only the inventory data for which authorization has been received. New users are authenticated; that is, before giving anyone access to the inventory for a particular company or organization, IBM will verify that the new user is indeed employed by that company or organization.

Registration Instructions:

1. Access the Inventory OnLine URL:
<https://www.ibm.com/support/operations/inventory>
2. If you have previously registered with IBM Registration, type in your userid and password and click "Sign In." On the next panel, click on the link to "Update Profile." You will be asked to re-enter your userid and password. Skip to Step 4.
3. If you have NOT previously registered with IBM Registration, please click on the "Register" button. Complete the registration form that is provided.
4. Review the information in the form for accuracy, make any necessary updates, then click on "Continue".
5. Review the acknowledgement, then click on "Continue".
6. Indicate how you would like to be authorized for Inventory OnLine access -- by customer number(s) or enterprise number. Indicate your account type -- IBM Business Partner, Federal, Commercial or State & Local Government, then click on "Submit".
7. The next screen is the confirmation. You will receive an e-mail from IBM within two business days informing you that your registration has been processed.



Designate a customer number or machine type search. The first screen allows you to search for:

- ♦ data by customer number
- ♦ customer number by location
- ♦ enterprise-wide data
- ♦ a specific type-serial.

Select inventory search criteria. This screen lists the search options available to you -- product description, machine type, serial number, hardware, software, total inventory, warranty expirations.

IBM Products. IBM servers and peripherals, associated software, and selected PC hardware products are available for viewing, including IBM products purchased from an IBM Business Partner.

View the inventory detail. You will see the same inventory information reflected in IBM's inventory databases.

Print. If your browser has a print function, you can print any screen. Or use the enhanced printing option to designate specific pages to print in a report format.

Download. When an inventory inquiry results in multiple line items of data, you can request the data be downloaded to a spreadsheet on your workstation, providing easier manipulation of data for inventory reconciliation.

Update Request. This form lets you submit inventory changes electronically. When you submit the completed form, it will be sent to the IBM Customer Support Operations team for processing.

Navigate! It is easy to click the appropriate area on the navigation bar to review customer numbers or to select a different search option, etc.

Get help. From any screen, click "[Help](#)."

Communicate with us. Use the Feedback function to communicate with us electronically with tool questions or comments.

Questions? Dial 1-877-504-8930

The Works ... the full range of Support and Services from IBM Global Services (IGS)

We recognize that you need support that goes beyond resolving hardware problems. To succeed, your e-business needs support that offers solution optimization, maximum availability, proactive care, and access to experts. IBM service and support does all that -- including quick response throughout your systems' life cycle. Visit <http://www.ibm.com/services/fullservice.html>



For IBM eServers and Storage -- the Technical Support Advantage helps you keep your business up and running for years

For more than 25 years IBM has been a leader and innovator in electronic technical support and in designing products for serviceability. The Technical Support Advantage is a comprehensive set of resources (tools and technologies in four key areas) all focused on helping you learn about, choose, implement, and use the right IBM @server solution for your IT infrastructure needs. Visit <http://www-1.ibm.com/servers/eserver/techsupport.html> Each key area gives you powerful reasons for buying and using IBM @server systems:

- ◆ **Configuring tools and technologies** -- for creating, installing, and managing your infrastructure day to day
- ◆ **Optimizing tools and technologies** -- to help maximize resource utilization and high availability
- ◆ **Healing tools and technologies** -- for seeking help, locating and applying problem fixes and diagnosing unusual situations or problems
- ◆ **Protecting tools and technologies** -- to help avoid intrusions and provide security to an infrastructure

The Technical Support Advantage helps you gain competitive advantage and allows for extendibility as you grow, whether you have a small or large IT shop. It helps provide for things like supportability, serviceability, reliability, availability, trust -- peace of mind.

Use this site -- <http://www-1.ibm.com/servers/eserver/techsupport.html> -- as your starting point. You'll find tools and resources that streamline the technical planning and support for your servers -- from planning to education, installation, maintenance, and everything in between.

Choose your platform and find out details!

Select your platform -- iSeries™, pSeries™, xSeries™, and/or zSeries™ -- from the pull-down menu at

<http://techsupport.services.ibm.com/server/support>

IBM Learning Services --

<http://www.ibm.com/services/learning>

or **1-800-IBM-TEACH**

- ◆ World's largest IT training provider delivering thousands of courses in 55 countries

IBM Software Services

<http://www-1.ibm.com/services/its/us/servicesbyproduct.html>

or (US) 1-888 426-4343, option 3
(CAN) 1-800-426-2255



You've made a big investment in IT technologies, and your software is the fuel that drives your hardware engines. To protect that investment and meet your business goals, you need reliable, high-quality software support.

IBM gives you access to a wide array of services for hardware and software products that address a variety of IT issues. Our services are designed to be flexible, making it easy for you to choose the support you need. And, if our standard offerings don't address your specific needs, we can customize a solution that will.

Operational Support Services for Software

In addition to SupportLine (see "Hardware, Software, and "Don't Know" section of the Customer Support Plan for more information), IBM Global Services also offers the following software services:

- ◆ Account Advocate
- ◆ Advanced Support
- ◆ Consult Line
- ◆ Direct Support
- ◆ End-user Support
- ◆ On-site Technical Advocate
- ◆ On-site Technical Assistant

Visit <http://www-1.ibm.com/services/its/us/swsupport.html#operational> for details.

SupportLine enhancements:

- ◆ SupportLine now offers just two procurement options:
 - ◆ User-selected "Support Groups," which provide support for from one to several collections of products, usually centered around operating systems.
 - ◆ "Enterprise Support," which covers all designated products across the enterprise.
- ◆ Some support groups now contain both selected hardware and software products.
- ◆ Any of your IS technical support personnel may contact IBM for support, eliminating the need for named callers.
- ◆ Support procurement is simplified with fewer SupportLine procurement options and elimination of product groups.

A summary of IBM Services available to you . . .

If you would like details on any of the services below, reference the services list at

<http://www.ibm.com/services/fullservice.html>

| | | | |
|---------------------------------------|---|--|--|
| Business Consulting Services | <ul style="list-style-type: none"> ◆ Application Management for Enterprise Applications ◆ Business Intelligence ◆ Buy and Supply Solutions ◆ Customer Relationship Management/CRM ◆ Dynamic Workplaces ◆ e-business Integration Solutions ◆ Enterprise Application Services/ERP | <ul style="list-style-type: none"> ◆ Portals, Knowledge, and Content ◆ Procurement Services Management ◆ Product Lifecycle Management ◆ Security and Privacy ◆ Strategy and Change Consulting ◆ Supply Chain Management ◆ Wireless e-business Solutions | |
| Infrastructure Services | <ul style="list-style-type: none"> ◆ Application Management ◆ IBM Business Consulting ◆ e-business Hosting ◆ Integrated Technology ◆ Networking | <ul style="list-style-type: none"> ◆ Security and Privacy ◆ Storage ◆ Strategic Outsourcing ◆ Wireless | |
| On Demand Services | <ul style="list-style-type: none"> ◆ Business Process On Demand | <ul style="list-style-type: none"> ◆ Infrastructure On Demand | |
| Integrated Technology Services | <ul style="list-style-type: none"> ◆ Infrastructure and Systems Management ◆ Business Continuity and Recovery | <ul style="list-style-type: none"> ◆ Technical Support ◆ Maintenance | |
| Product-Specific Services | <p>eServer Services for zSeries, pSeries, iSeries, and xSeries Servers</p> <ul style="list-style-type: none"> ◆ Business Intelligence ◆ E-mail and Collaboration ◆ Customer Relationship Management (CRM) ◆ e-business ◆ Enterprise Application Solutions / Supply Chain Management (EAS/SCM) ◆ Life Sciences ◆ Product Life Cycle Management (PLM) ◆ Scientific and Technical ◆ Server Consolidation | <p>Storage Services</p> <ul style="list-style-type: none"> ◆ Assessment ◆ Planning and Design ◆ Migration and Implementaion ◆ Managed Operations and Support ◆ Security ◆ Testing ◆ Performance Management ◆ Connectivity ◆ Networking/Network Integration ◆ Tivoli ◆ Infrastructure | <p>Software Services</p> <ul style="list-style-type: none"> ◆ Enhanced Software Services ◆ Support Line ◆ SmoothStart ◆ Database and Data Management ◆ e-commerce ◆ Networking and Communications ◆ Operating Systems ◆ Systems Management ◆ Web Application Servers ◆ Passport Advantage |
| Strategic Outsourcing Services | <ul style="list-style-type: none"> ◆ Application Management ◆ Desktop Outsourcing ◆ e-business Hosting | <ul style="list-style-type: none"> ◆ Network Outsourcing ◆ Data Center Outsourcing | |
| IBM Training Solutions | <ul style="list-style-type: none"> ◆ World's largest IT training provider | <ul style="list-style-type: none"> ◆ IT Certifications ◆ Mindspace Services (LearningSpace Virtual Classroom) | |
| IBM Global Financing | <ul style="list-style-type: none"> ◆ TOTAL Solution ◆ Commercial ◆ Business Partners | <ul style="list-style-type: none"> ◆ IT Products and Services ◆ Financing Tools | |

CSO* Overview for the US

*Customer Support Operations

<http://www-3.ibm.com/support/operations/us/index.shtml>



Did you ever:

- ✓ **Want to view an invoice or ask a question about it -- on the Internet?**
Our “Invoices On-Line” eTool is free and easy to use.
 - ◆ Register for Invoices On-Line at <http://iol.dbexpress.net/am/us/en>
 - ◆ For registration assistance, call **1-877-504-8930** or e-mail invoices@us.ibm.com
- ✓ **Want to see your inventory or ask a question about a machine’s maintenance status -- on the Internet?**
 - ◆ Register for Inventory On-Line at <https://www.ibm.com/support/operations/inventory/>
 - ◆ For registration assistance, call **1-877-504-8930**.
- ✓ **Want to check the status of an order?**
 - ◆ By year-end 2003 , you will be able to access “Integrated Order Status” to search, view, and download information about your IBM products on order.
- ✓ **Have an interest in taking advantage of any of IBM’s other electronic invoice delivery or payment options?**
Ask your Sales Rep, Customer Relationship Rep, or Sales Relationship Rep about any of these topics:
 - ◆ Electronic Data Interchange (EDI), for the electronic delivery and payment of invoices
 - ◆ Invoice consolidation, to combine multiple accounts on one invoice
 - ◆ Direct Debit, to save .25% by allowing auto-withdrawal of IGF invoices from your bank account
 - ◆ Procurement “P-“cards (credit card) payment options for miscellaneous small purchases for which the PO process is too cumbersome.

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

CSOL -- Customer Support On Line -- 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

<http://www.ibm.com/support/operations/us/index.shtml>

Make Contact! You may also contact CSO via the phone numbers below:

Commercial & State & Local Government Customers 1-877-426-6006
US Federal Government Customers 1-800-333-6705
IBM 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 available:

- ◆ Customer number
- ◆ Order confirmation number
- ◆ Contract number
- ◆ Invoice number

IBM Support URLs

General Support

| | |
|--------------------------------------|---|
| Corporate Home Page | http://www.ibm.com/ |
| Global Financing | http://www-1.ibm.com/financing/ |
| Products and Services/Shop IBM | http://www.ibm.com/products/us/ |
| Redbooks | http://www.redbooks.ibm.com/ |
| Technical Support Directory (Global) | http://www.ibm.com/planetwide/ |
| Technical Support Directory (US) | http://www.ibm.com/planetwide/us/ |
| Technical Support and Downloads Home | http://www.ibm.com/support/us/ |

Customer Support Operations (Administrative Support) - Orders, Inventory, Accounting...more

| | |
|---|---|
| Customer Support Operations Home Page | http://www.ibm.com/support/operations/worldwide/ |
| Direct Debit Option, Electronic Data Interchange (EDI), Credit Card and other Electronic Payment Methods: | |
| US: | http://www-3.ibm.com/support/operations/us/invoices_payments/read_more.shtml |
| Canada: | http://www-306.ibm.com/support/operations/ca/invoices_payments/bank_account.shtml |
| Can. French: | http://www-306.ibm.com/support/operations/ca/fr/invoices_payments/bank_account.shtml |
| Inventory On-Line | https://www.ibm.com/support/operations/inventory/ |
| Invoices On-Line | http://iol.dbexpress.net/am/us/en |
| Canada: | http://iol.dbexpress.net/am/ca/en |
| Can. French: | http://iol.dbexpress.net/am/ca/fr |
| ServicePac Options for Warranty & Maintenance | http://www-1.ibm.com/services/its/us/spwarmain.html |

iSeries -- Midrange Servers

| | |
|------------------------------------|---|
| iSeries (AS/400) Home and Hardware | http://www.ibm.com/eserver/Iseries/ |
| iSeries (AS/400) Software | http://www.ibm.com/servers/eserver/Iseries/software/ |
| iSeries (AS/400) Solutions | http://www-1.ibm.com/servers/solutions/Iseries/index.html |
| iSeries Support Home | http://techsupport.services.ibm.com/server/support?view=iSeries |
| iSeries Extreme Support Tools | http://www-912.ibm.com/supporthome.nsf/document/23393024 |
| iSeries Technical Support Overview | http://www-912.ibm.com/supporthome.nsf/document/20965550 |
| iSeries Nation | http://www.ibm.com/servers/eserver/audience/Homepage.wss?view=ination |

Printing Systems

| | |
|--|---|
| Printing Systems Division Home | http://www.printers.ibm.com |
| Printing Systems Support Home | http://www.printers.ibm.com/R5PSC.NSF/Web/support+overview |
| Printing Systems Service Direct™, automated dispatch | http://www.printers.ibm.com/pbin-oasis/rgw/IBM.RBK |

pSeries -- UNIX Servers

| | |
|-------------------------------------|---|
| pSeries (RS/6000/UNIX servers) Home | http://www.ibm.com/servers/eserver/pseries/ |
| pSeries Support Home | http://techsupport.services.ibm.com/server/support?view=pSeries |

Services (IBM Global Services - IGS)

| | |
|---|---|
| IBM Global Services Home | http://www.ibm.com/services/ |
| Business Continuity and Recovery Services | http://www.ibm.com/services/continuity/recover1.nsf |
| IBM Business Consulting Services | http://www-1.ibm.com/services/bcs/index.html/ |
| ITS (Integrated Technology Services) Services Catalog | http://www.ibm.com/services/its/us/portfolio.html |

Software

Software Support Home Page <http://ibm.com/software/support>
· - Search for product names, error code, APAR number or phrase; Submit and track problems; Access Trials and betas; Link to product support pages and the Software Support Handbook
Passport Advantage <http://www-3.ibm.com/software/support/pa.html>
DB2 Information Management Support <http://www-3.ibm.com/software/data/support/>
Lotus Support Services <http://www-3.ibm.com/software/lotus/support/>
Rational Software Support <http://www-3.ibm.com/software/rational/support/>
Tivoli and Systems Management Support <http://www-3.ibm.com/software/sysmgmt/products/support/>
Websphere Software Platform Support . <http://www.ibm.com/software/info1/websphere/index.jsp?tab=support/index>

TotalStorage

Disk Systems Home Page <http://www.storage.ibm.com/hardsoft/disk/index.html>
DFSMS Family of Products <http://www.storage.ibm.com/software/sms/index.html>
FAStT Home Page <http://www.storage.ibm.com/hardsoft/disk/fastt>
Global Services for Storage <http://www-1.ibm.com/services/its/us/san2.html>
Tape and Optical Storage Home Page <http://www.storage.ibm.com/hardsoft/tape/index.html>
Storage Networking <http://www.storage.ibm.com/snetwork/index.html>
 Network Attached Storage (NAS) <http://www.storage.ibm.com/snetwork/nas/index.html>
 Storage Area Networks (SANs) <http://www.storage.ibm.com/ibmsan/index.html>
Storage Software Home Page <http://www.storage.ibm.com/software/index.html>
TotalStorage Technical Support <http://www-1.ibm.com/servers/storage/support/index.html>
TotalStorage Virtualization <http://www.storage.ibm.com/software/virtualization/index.html>
TotalStorage Expert <http://www.storage.ibm.com/software/expert/>
Tivoli Storage Management Solutions <http://www.tivoli.com/products/solutions/storage/news.html>
TotalStorage Home Page <http://www.storage.ibm.com/>

xSeries

IBM ServerGuide Updates (IBM Direct Services) <http://www.pc.ibm.com/coupon/>
IBM ServerProven™ (Compatibility) <http://www.pc.ibm.com/us/compat/>
IBM Director http://www-1.ibm.com/servers/eserver/xseries/systems_management/director_4.html
Networking Tech Support <http://www.networking.ibm.com/support/products.nsf/support/home?OpenDocument>
Replacement Part Numbers (FRUs or “Field Replacement Units”) for Installed Options
.. http://www.pc.ibm.com/qtechinfo/MIGR-48RPEJ.html?lang=en_US&page=brand&brand=IBM+PC+Server%
Systems Management . http://www-1.ibm.com/servers/eserver/xseries/systems_management/xseries_sm.html
xSeries Technical Library <http://www.pc.ibm.com/us/eserver/xseries/library/index.html>
xSeries Education <http://www.ibm.com/servers/eserver/education/xseries/index.html>
xSeries/Netfinity Home Page <http://www.pc.ibm.com/us/eserver/xseries/>

zSeries

zSeries (S/390) Home <http://www.ibm.com/servers/eserver/zseries/>
Resource Link <https://app-06.www.ibm.com/servers/resourcelink/hom03010.nsf/pages/resourceLink?OpenDocument>
zSeries Software <http://www.ibm.com/servers/eserver/zseries/software/>
zSeries Operating Systems <http://www.ibm.com/servers/eserver/zseries/os/>
zSeries Networking <http://www.ibm.com/servers/eserver/zseries/networking/>
zSeries I/O Connectivity <http://www.ibm.com/servers/eserver/zseries/connectivity/>

IBM Phone Numbers

Customer Service Center 1-800-IBM-4YOU (426-4968)

- A single point of contact if you do not know who to call at IBM
- Assists with information on IBM products and services, seminars and classes, marketing assistance, and more

Customer Support Operations Numbers

US Commercial plus State and Local Government Customers 1-877-426-6006

US Federal Government Customers 1-800-333-6705

US Business Partners 1-800-426-9990

Customer Support On-Line Team (for help with On-Line tools) 1-877-504-8930

Canada 1-866-880-CSOL (880-2765)

Global Services' Integrated Technology Services (ITS) Sales .. US: 1-888-426-4343

..... Canada: 1-800-426-2255

- Can help you create systems, networks, and application infrastructures that support e-business on demand networked functionality.
- Includes IT planning, implementation, support, and management services to help you maximize performance/availability, improve productivity, reduce costs, and increase your IT investments value

Hardware Technical Support Center 1-800-IBM-SERV (426-7378)

- Serves as the primary contact for hardware problem reporting
- Accepts repair calls for hardware covered by an IBM Maintenance Agreement or Support Contract
- Notifies local IBM management if customer requests to contact them

IBM Call (e-mail is "Call R TM@us.ibm.com") 1-800-426-2255 (800-IBM-CALL)

- Customers or IBMers can call this line to obtain a SL and SW Subscription quote

IBM Inside Sales 1-888-426-4343

- Customers or IBMers can call this line to obtain information on an Internet ad or get a Maintenance price quote.

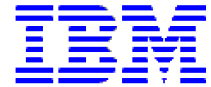
Learning Services 1-800 IBM-TEACH (426-8322)

- To receive information and/or enroll, call between 7 AM - 7 PM CST Monday - Friday.

Parts Order Center (Boulder) 1-800-388-7080

- To place a parts order for PCs, typewriters, and some printers, call between 8 AM - 7 PM, EST Monday - Friday.
- NOTE: Please be prepared to provide the IBM part number.

Passport Advantage Customer Care 1-800-978-2246



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[http://www-1.ibm.com/
services/ondemand/inde
x.html](http://www-1.ibm.com/services/ondemand/index.html)

IBM Customer Support Plan -- Administrative Support / Helpful URLs / Phone Numbers

Printing Systems Service & Support (US) 1-800-358-6661

- *Service Agreements and Quality Issues*
- *Supplies and Maintenance*
- *Printer Selection Center for pre-sales assistance*
- *Technical Support for IBM Infoprint 1220, 1228, 1120, 1125, 1130, 1140, 1145, 12, 20, 21, 32 and 40, plus Network Printers 12 and 17*

Publication Orders (including Redbooks) and SLSS (System Library Subscription Services) Support
..... US: 1-800-879-2755
..... Canada: 1-800-IBM-4YOU

- *To order publications or to receive System Library Subscription Service (SLSS)*

Software Maintenance Agreement (SWMA) Project Office 1-800-773-8091

This is the line customers can call for assistance

- *(SLTRANS@us.ibm.com) in migrating from current SupportLine/SW Subscription to new Software Maintenance Contracts)*

Software Technical Support Center (SupportLine; fee-based) US and Canada: 1-800-IBM-SERV

Now serves as the primary contact for software problem reporting



- *Accepts calls for software tech support covered by IBM Licensing Agreement and Support Contract*
- *Notifies local IBM assistance if customer requests to contact them*
- *Remote customer technical support offering for all IBM operating systems & select non-IBM operating systems (Windows, for example).*

- *This support offering is available for software that is not available through the newly announced Software Maintenance offering.*

xSeries HelpCenter US and Canada: 1-800-IBM-SERV (426-7378)

- *Serves as primary contact for IBM xSeries/Netfinity Server hardware; top four network operation systems (IBM OS/2 Warp Server, Novell NetWare, Microsoft NT, and SCO UNIX); popular network interface cards/adapters; network clients*
- *Problem determination, problem source identification*
- *Hardware warranty dispatch*

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