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IBM PRINTING SYSTEMS
Customer Support Plan

For the US and Canada

CONTENTS

Purpose of Support Plan

This document communicates
the 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, 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
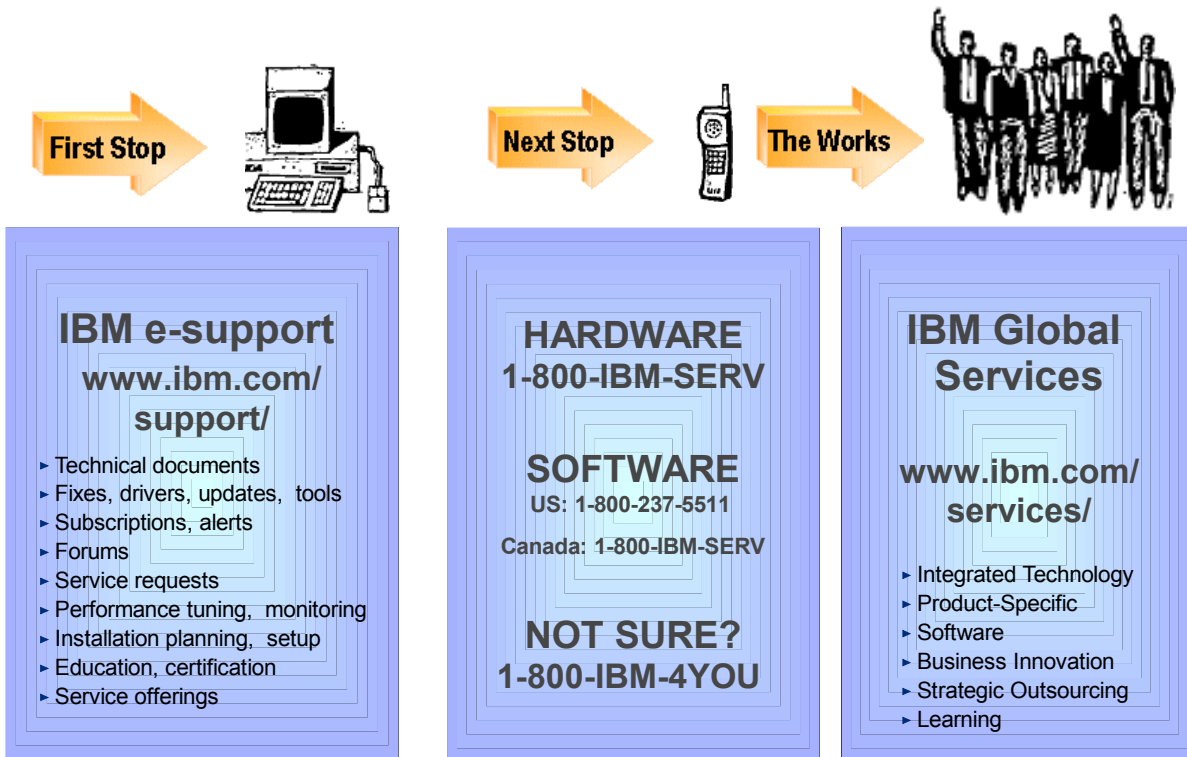search field.

02.28.2002

IBM

Support Overview for IBM Printing Systems

> *"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" (www.cnet.com) 12.10.2001*

From IBM's very largest customer to the individual consumer, the Web (http://www.ibm.com) is key to enabling e-relationships. Customers use the Web to learn about and buy offerings and solutions, to comparison shop, check on order status, and to invoke / receive after-purchase support and services. This is referred to as the *Learn / Shop / Buy / Receive / Use* cycle.

IBM also delivers technical sales support via the Web to allow customers to *Learn / Shop / Buy* in a self-service mode, without requiring assistance from the IBM sales channels or Technical Sales Support organizations; these activities can be end-to-end Web or Web-assisted, where the customer accomplishes some tasks via the Web and then engages skilled resources.

As an IBM Customer, you have access to a range of technical support unmatched in the industry. IBM Printing Solutions come with the service and support you expect, giving you enhanced value and confidence. Below is a bird's-eye view of IBM's after-purchase customer support capability:

First Stop

Next Stop

The Works

IBM e-support

www.ibm.com/
support/

- ► Technical documents
- ► Fixes, drivers, updates, tools
- ► Subscriptions, alerts
- ► Forums
- ► Service requests
- ► Performance tuning, monitoring
- ► Installation planning, setup
- ► Education, certification
- ► Service offerings

HARDWARE
1-800-IBM-SERV

SOFTWARE
US: 1-800-237-5511

Canada: 1-800-IBM-SERV

NOT SURE?
1-800-IBM-4YOU

IBM Global Services

www.ibm.com/
services/

- ►Integrated Technology
- ►Product-Specific
- ►Software
- ►Business Innovation
- ►Strategic Outsourcing
- ►Learning

Your IBM Sales and Support Team

Base Services and Support

When you buy new IBM Printing solutions, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing printing solutions for your business. As always, you can access a wide variety of technical support for your purchase -- free of charge.
Before you decide on any purchase, you can use a wealth of technical sales support, delivered both via the Web and through your sales and technical team. We want to ensure that our solutions and offerings address your business requirements. To help you learn about our offerings and make a purchase decision, we offer a wide array of technical sales support including:

- Offering technical content, such as white papers, model comparisons, and specifications
- Trial software downloads
- Offering and solutions demonstrations and seminars (including Webinars)
- Identification and selection of appropriate solutions, including:
  - Complex solution design and assistance
  - Offering configurations
  - Basic capacity plans
  - Pricing
  - Solution Assurance reviews for new IBM offerings to assure the solution both addresses your business needs and is technically feasible
  - Education and education planning assistance

Once you have decided on a Printing Systems offering, you can take advantage of the significant technical support resources to help you install and implement your solution, including:
- Physical planning and installation planning assistance
- Warranty support of IBM hardware
- Installation planning assistance for new software licenses
- Base Software Support included with your software offering license
- Web self-service such as hints and tips, usage information, fixes, and downloads

NOTE: This document contains representative lists only of the services and support available from IBM. For further information on services and support available, go to http://www.printers.ibm.com/R5PSC.NSF/web/support+overview, *http://www.ibm.com/support/ , or call 1-800-IBM-4YOU.*

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

IBM Printing Systems delivers world-class support.
We furnish you with the technical information and tools to help support a buying decision as well as help you get maximum value from your current printing systems. Our technical support portal -- http://www.ibm.com/support/ -- offers you self-service 24 x 7 x 365 -- with its powerful, cross-IBM offering knowledge base.

The portal also posts hot links to all of IBM offering support Web sites, including Printing Systems support at http://www.ibm.com/printers/support/

- ◆ Technical content
- ◆ Fixes, drivers, updates, tools
- ◆ Service requests
- ◆ Installation planning, setup
- ◆ Education

- ◆ Service offerings
- ◆ Publications

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 on the World Wide Web. You can view and download complete books. We also offer two ways to find the redbook you want. . Do a quick keyword search for a hit list of IBM Redbooks, Redpieces and Redpapers. Or browse through pre-selected categories.

See http://www.redbooks.ibm.com/

Ordering Redbooks and Other Publications

Many publications are available online free of charge. You may view or download these titles without having to place them in a shopping cart and without providing any information about yourself.

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 the 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.

See http://www.elink.ibmlink.ibm.com/public/applications/publications/cgibin/pbi.cgi?CTY=US

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

Whether it's hardware, software, system solutions or special pricing and promotions -- now you can get the IBM news you need e-mailed directly to you.

To receive *iSource*, simply sign up -- at http://isource.ibm.com/world/subscribe.shtml

If you don't find what you need with e-Support, your next stop should be 1-800-IBM-SERV for Hardware Support

Your call will connect you to an IBM Remote Technical Support Center Specialist. This individual will diagnose the hardware problem and, if unable to resolve, create a plan which could include recommending parts and/or dispatching an IBM System Services Representative (SSR) to your site. **We are also pleased to offer IBM Printing Systems Service Direct™, the industry's first completely automated, Web-based service dispatch system. See http://www.printers.ibm.com/servicedirect/ for details.**

You can reach IBM's Hardware Support at anytime by dialing **1-800-IBM-SERV**. If the problem is not being handled to your satisfaction, the Service Delivery Manager or Duty Manager will be happy to become personally involved. This service is provided under the product warranty and maintenance terms.

Or call 1-800-237-5511 for Software Support

Your call to Software Support gives IBM the opportunity to consistently meet your expectations by providing:
- Rapid response to your requests
- Fast relief for high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date installation and basic product usage information.

NOTE: To be eligible for voice support, you must have either a Support Line or Passport/Advantage contract.

You are a valued IBM customer. If, for any reason, we are not meeting your expectations, please call us.

- Duty Manager: (US) **1-800-237-5511**
                 (Canada) **1-800-IBM-SERV**
- Support Family Information Center:
                 (US) **1-888-426-4343,** option 3
                 (Canada) **1-800-426-2255**

When you're not sure, call 1-800-IBM-4YOU

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers listed above or call our general access number -- **1-800-IBM-4YOU**. Each will be happy to assist.

Problem Resolution Using Severity Codes

*The following severity codes determine how IBM escalates hardware and software problems. **Report a severity code when placing the initial service request to the IBM Support Center.***

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 and 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.*

IBM Global Services -- Overview

Why IBM Service?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:

- 116,000 people worldwide deliver IBM support and service in 164 countries.
- 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from nine HelpCenters around the world.
- Maintenance parts are available from 125 parts-stocking locations (US); 479 locations (worldwide).

What IBM Services are available?

IBM Global Services offers a wide range of services. If you would like details on any of the services below, please reference the services list at http://www.ibm.com/services/fullservice.html or call your IBM Sales Representative. Services specifically geared to IBM Printing Systems products are detailed on the following page.

Integrated Technology Services	◆ Business Continuity and Recovery ◆ E-business Infrastructure ◆ Information Technology Consulting ◆ Infrastructure and Systems Management ◆ IT Consolidation		◆ IT Product Training ◆ Networking and Connectivity ◆ Technical Support ◆ Total Systems Management
Product-Specific Services	**Printing Systems Services** *(See the following page for additional information)* ◆ Enablement and conversion services ◆ Consulting and integration services ◆ Technical support ◆ Availability Services / Maintenance for IBM Printers ◆ Maintenance for Selected Non-IBM Printers	**Storage Services** ◆ Infrastructure and Systems Management ◆ Networking & Connectivity ◆ Technical Support	**Software Services** ◆ Self Help ◆ Base Support (included with the License Charge) ◆ Enhanced Support ◆ IBM Support Family of Services ◆ Planning ◆ SmoothStart ◆ Alert ◆ Support Line ◆ Electronic Support ◆ Consult Line ◆ Performance Management ◆ Lotus Passport Advantage ◆ Tivoli Maintenance/Support
Business Innovation Services	◆ Business Innovation ◆ Business Intelligence (BI) ◆ Custom System Integration ◆ Customer Relationship Management (CRM) ◆ Digital Branding / Marketing ◆ Procurement	◆ e-business Strategy and Design Consulting ◆ e-Commerce ◆ Enterprise Resource Planning (ERP) ◆ Knowledge Management ◆ Merger and Acquisition	◆ Security and Privacy ◆ Skills Development for e-business ◆ Supply Chain Management ◆ Web Application Development
Strategic Out-sourcing Services	◆ Application Management ◆ Desktop Out-sourcing	◆ Network Out-sourcing ◆ Data Center Out-sourcing	◆ e-business Hosting
Learning Services	◆ World's largest IT training provider	◆ Delivers thousands of courses daily in 55 countries	

IBM Printing Systems Services

Enablement and conversion services	◆ **Design and Implementation** ◆ **Education** ◆ **Resource services** (fonts, overlays, other AFP resources) ◆ **Data stream conversion services** (XPORT)
Consulting and integration services	◆ **Automated Document Factory (ADF) Workflow for Statements** provides a system for effectively managing the end-to-end, digital production of statements ◆ **Print on Demand Books** -- meeting Print-on-Demand production challenges ◆ **Output Management for the Campus Environment** meets the demands of universities and other campus environments ◆ **Output Management for the Enterprise Environment** meets the challenges of enterprise-wide distributed print environments ◆ **Visual Job Ticketing** makes it easier to handle complex and diverse print jobs ◆ **IBM's integrated multifunction solution** provides copying, printing and faxing in a single hardware unit ◆ **IBM AFP2Web Transform** is a services offering that transforms the Advanced Function Presentation (AFP) data stream for Web browser viewing ◆ **IBM Digital Output Management (OM) Consulting Practice** is a world-class center of competency focused on Digital Output/Content Management and text/image-based digital outbound communications ◆ **SAP R/3 Printing Solutions** -- Whether on the zSeries, pSeries, xSeries, or iSeries to distributed or high-speed printers, IBM has a solution. *For additional possibilities, please see our online customer references and case studies at http://www.printers.ibm.com/R5PSC.nsf/Web/customer+solutions+overview, as well as industry- and segment-specific solutions at http://www.printers.ibm.com/R5PSC.NSF/Web/industrysolutionsoverview and http://www.printers.ibm.com/R5PSC.NSF/Web/segmentsoverview.*
Technical Support	◆ **Support Line** for defect and usage assistance ◆ **Downloadable** drivers, microcode, manuals ◆ **FAQs, white papers** available through Techdocs

Availability Services / Maintenance for IBM and non-IBM Printers	◆ **Full range of maintenance and support for IBM printing solutions**
	   ◆ Distributed and departmental printers
	   ◆ Impact and laser printers
	   ◆ Cut-sheet and continuous-forms production printers
	   ◆ Mission-critical applications
	   ◆ Print-on-demand solutions
	◆ **A range of maintenance and support services for non-IBM print environments**
	◆ **Added-value support services**
	   ◆ Hardware support services
	   ◆ Software support services
	   ◆ Project management
	◆ **Operational Services**
	   ◆ Installation and Relocation Services
	   ◆ SmoothStart Services
	   ◆ Key Operator Services
	   ◆ Operator Training
	   ◆ Help Desk Services
	   ◆ Mailroom Maintenance Services
	◆ **Genuine IBM Printing Supplies and Paper**

Helpful IBM URLs

IBM

Corporate Home Page . . . . http://www.ibm.com/

Business Continuity and Recovery Services http://www.ibm.com/services/continuity/recover1.nsf

Technical Support Home . . . . http://www.ibm.com/support/

Printing Systems Division Home . . . . http://www.printers.ibm.com

Printing Systems Support Home . . . . http://www.printers.ibm.com/R5PSC.NSF/Web/support+overview

Global Financing http://www.ibm.com/financing/webprod.nsf/ID/778AA4

Global Services Consulting . . . . http://www.ibm.com/services/

Operating Systems Home . . . . http://www.ibm.com/software/os/

Products and Services . . . . http://www.ibm.com/products/

Redbooks . . . . http://www.redbooks.ibm.com/

Software Home . . . . http://www.ibm.com/software/

Technical Support Directory (Global) . . . . http://www.ibm.com/planetwide/

Technical Support Directory (US) . . . . http://www.ibm.com/planetwide/us/

Technical Support Home . . . . http://www.ibm.com/support/

Phone Directory of IBM Support

IBM

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

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

IBM 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*

IBM Service Dispatch.......................................**1-800-IBM-SERV (426-7378)**

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

Software Support Center . . . . **(US) 1-800-237-5511**

. . . . **(Canada) 1-800-IBM-SERV**

- *Serves as the primary contact for software problem reporting*
- *Accepts calls for software technical support covered by an: IBM Licensing Agreement and Support Contract*
- *Notifies local IBM assistance if customer requests to contact them*

**Publication Orders (including Redbooks) and
System Library Subscription Service (SLSS) Support** . . . **1-800-879-2755**

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

DID YOU KNOW?

*IBM is the world's largest and most-experienced hosting services provider, managing **73,000 servers in 133 global data centers**.*

***Fifteen of these centers focus exclusively on e-business**, and in partnership with AT&T, KPNQwest and Qwest, IBM is opening **65 additional e-business hosting centers across** the United States and Europe.*