



CUSTOMER SUPPORT PLAN

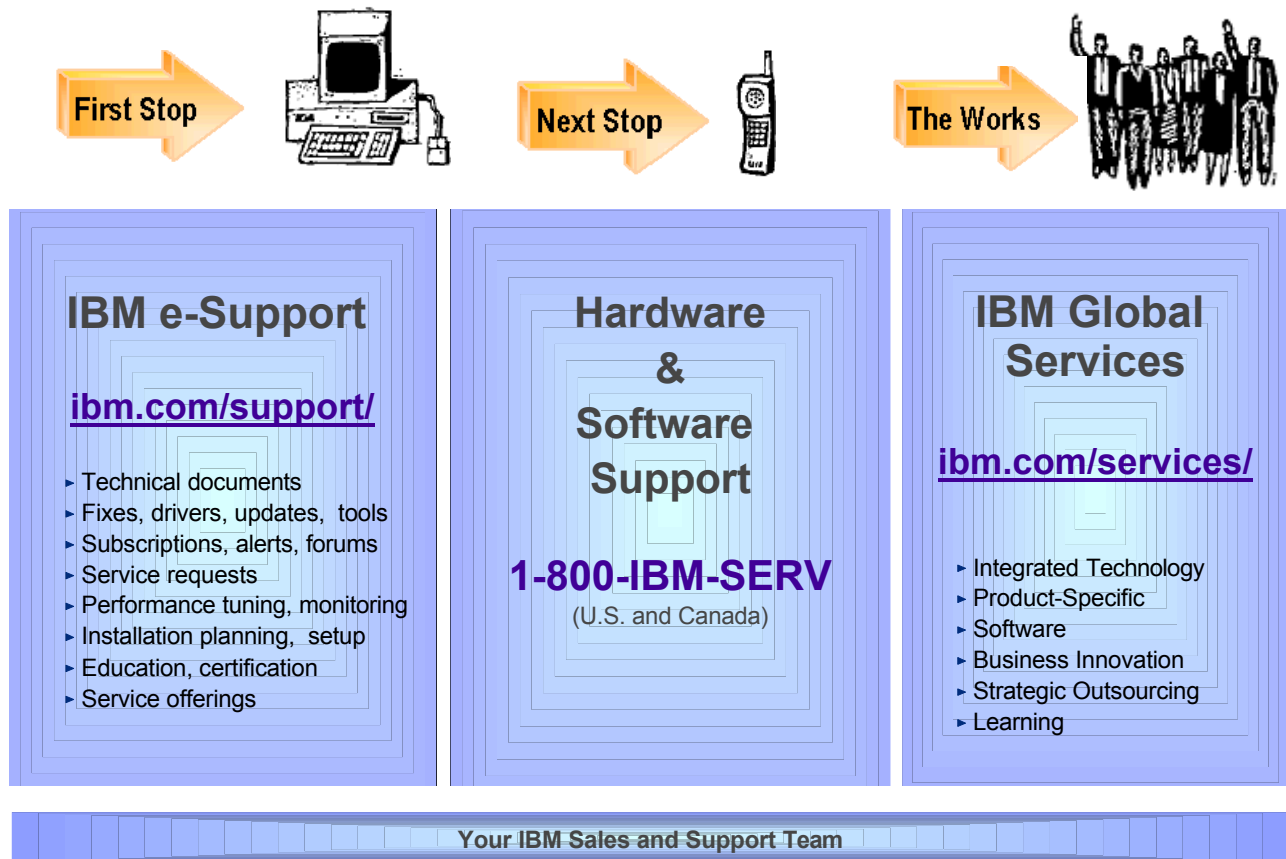
Prepared for :

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>



Ordering Redbooks and Other Publications

Many publications are available free online. 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 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.com/cgi-bin/master?xh=SWH9RFBnfE88R02USenGnI9332&request=text&parms=mainPage.txt&xhi=&xfr=F>

Quick Publication Ordering System search

Begin your IBM Publication Ordering System (POS) search by using You can type (parts of) a publication title and description keywords, at the bottom of this page provide additional search functionality to

Search on

Publication number - - (xxxx-xxxx-xx)

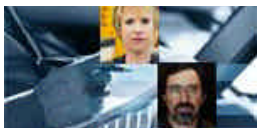
List

All publications

Only orderable publications

Only online publications (read/download)

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 @server xSeries[®] and IBM IntelliStation[®] e-Support

<http://www.ibm.com/pc/support/>

Download multiple files - The number one thing users need online are DOWNLOADS. On the new site, users can click on “Multiple File Download” under “Downloads” and either automatically (via eGatherer) or manually use an interface to create a single view of all downloads for a specific Machine/Type/Model and Operating System. You can select all the files you want to download, then download them in one local directory with a single click.

Leveraging User-Centric Design Principles, the new Personal Computing home page gives you four approaches to finding Service and Support solutions:

- ◆ Navigate by task (Download, Troubleshoot, Learn, Communicate)
- ◆ Browse by product
- ◆ Exploit the automated capabilities of My Product (provided users are accessing the site on their IBM product.)
- ◆ Use Quick Path.

Find automated solutions - Users can perform such tasks as checking BIOS level, working with battery and power management, and even troubleshooting tape drives. You find this link under “Troubleshoot.”

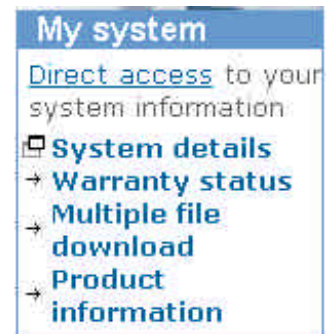
Submit a question - Entitled (in warranty) customers can submit Service Requests. The “Submit a question” link under “Communicate” will allow customers to find a more direct link to eQ&A or Siebel™ eService (IBM Support), depending on their geographical location. To help users determine if they are in warranty, we link them to the improved Warranty Lookup.

The **Announcement** page details any new changes on the site.

Proactive e-mail

If you would like to be notified about announcements pertaining to your systems, you can profile your systems by going to the main support page -- <http://ibm.com/support> -- and under "My Support," choose the systems for which you want to receive notices. Files updated in the past week are included in an e-mail notification. You can receive notifications on **servers**, **switches**, and **RSA**, and the files include items such as **BIOS**, **firmware**, and **driver updates**.

Profiling replacement - To get information specific to your computer, use the “My product” feature (for the computer you are currently using) or the “Quick Path” feature (for other computers).



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.*

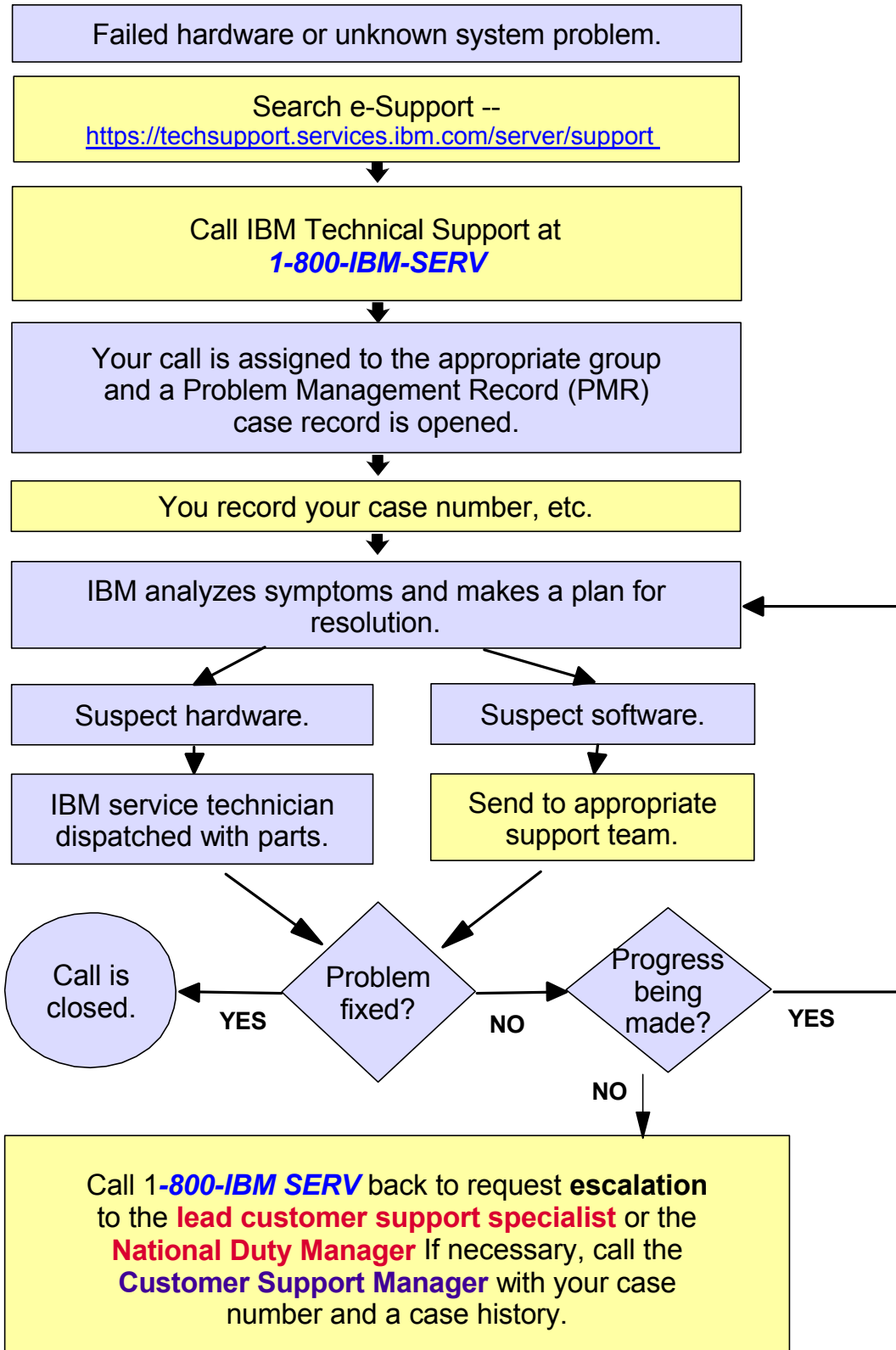
Severity 3 — MINOR

- ♦ *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"



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

xSeries Operating System Software Support

<http://www-3.ibm.com/pc/support/site.wss/MIGR-43272.html>

Support Line for IBM xSeries™ servers and IntelliStations, Microsoft Windows®, Microsoft Server Applications, Microsoft Office Applications, and Linux (Red Hat, SuSE, Turbolinux, UnitedLinux) software and xSeries hardware:

Base Technical Support Coverage -- Remote assistance is available through toll-free telephone access and electronic access (where available). For all eligible software and systems, we will help you with:

- ◆ Usage and installation questions
- ◆ Product compatibility/interoperability questions
- ◆ Interpretation of product documentation
- ◆ A diagnostic information review to help isolate the cause of a problem
- ◆ Configuration samples
- ◆ IBM and Multi-vendor database searches
- ◆ Planning information for software fixes
- ◆ Defect support (for software products only) - xSeries hardware defect via warranty service

Support Line Block of Incidents -- Microsoft® and Linux support packaged in blocks of 1, 5, 10 and 20 incidents. Electronic and voice access Monday through Friday, 8am to 5pm in your time zone (9x5). http://ibm.com/services/its/us/details_supportlineblocks.html

Support Line -- Unlimited calls, and callers, at a fixed annual price for Microsoft®, Linux, SAN/NAS, Disk & Tape, IBM Director Products, and xSeries hardware. Electronic and voice access 9x5. Option to upgrade to 24x7 coverage. Optional Account Advocate to provide a single support interface for your remote software support. For a complete list of Supported Products, please visit: <http://ibm.com/services/sl/products>

Microsoft Authorized Premier Support (MAPS) -- Joint support from IBM and Microsoft® for your Microsoft® environment. 24x7 electronic and voice support (24x7 only). Packaged in blocks of 10, 25, 50 and 100 incidents. A Technical Account Manager assigned from IBM and Microsoft to ensure a smooth and timely support experience. MAPS includes access to Microsoft Premier Online knowledge base and subscription to Microsoft Technet Plus. http://ibm.com/services/its/us/spl_drmklm10.html

Advanced Support -- Support solution tailored to your mission critical server needs. Advanced Support includes all deliverables from Support Line and/or MAPS, plus a designated Technical Solution Manager who serves as a single point of contact for your hardware and software issues, enhanced response times, custom reports, on-site visit(s), proactive assistance and many more options.

All the software support offerings described above include assistance with installation, configuration and usage support for xSeries hardware including RAID and clustering environments.

<http://ibm.com/services/its/us/mus89d1.html>

Choosing the correct support model for your Microsoft and/or Linux products is as important as choosing the hardware and software itself. Factors to consider include cost of downtime, skills retention, 24x7 coverage, overheads, and customer satisfaction.

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 ◆ Mindspan 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.
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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.

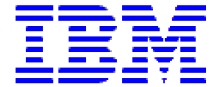
Learning Services 1-800 IBM-TEACH (426-8322)

- 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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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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