



# CUSTOMER SUPPORT PLAN

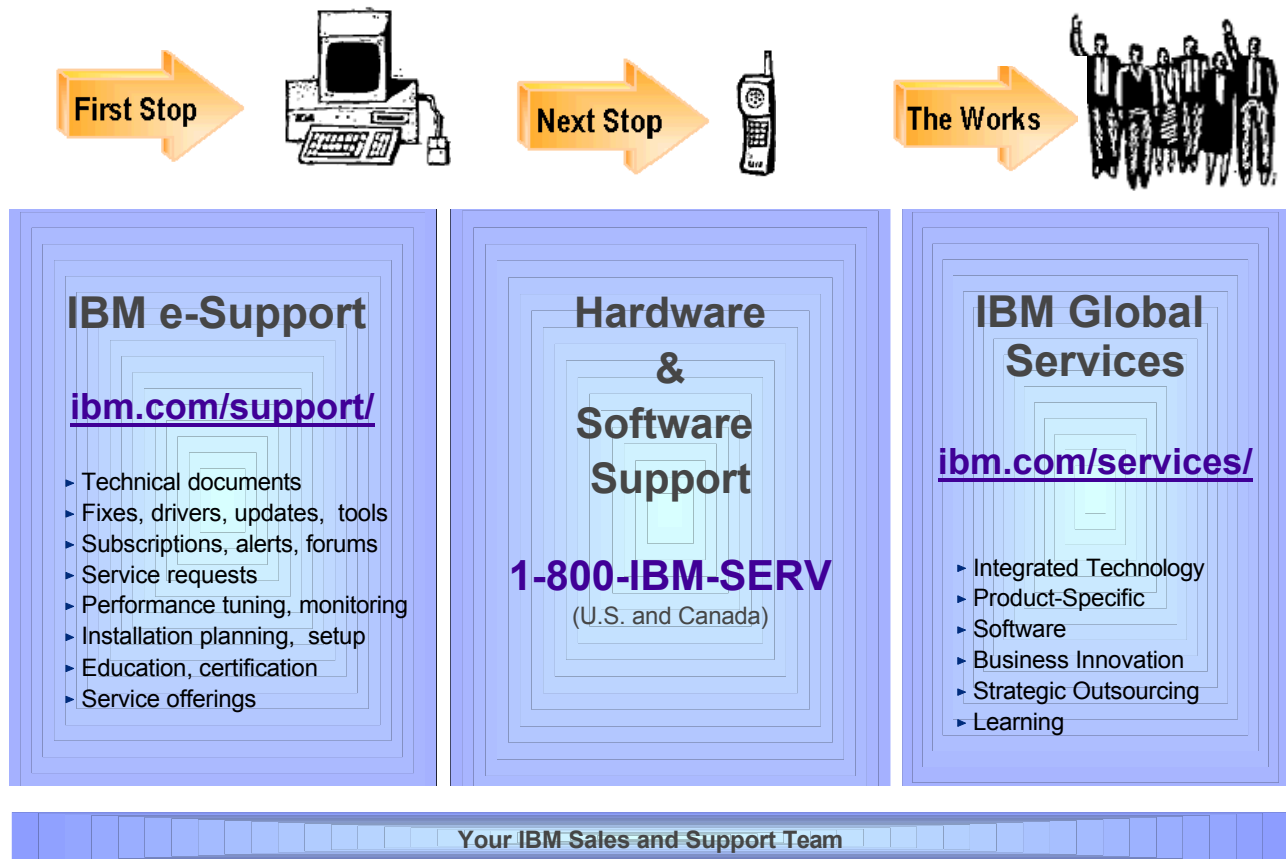
Prepared for :

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.link.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

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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

## zSeries e-Support

<http://www.ibm.com/servers/resourcelink/>

### Resource Link for zSeries

This customized Web-based solution gives you everything you need to plan for, install, and maintain your IBM zSeries 900 and IBM S/390 servers and associated software. No more searching! Resource Link places the information and support you need at just a click away!



<http://www.ibm.com/servers/resourcelink/>

IBM Resource Link includes:

- ◆ **User Profiles** - Change your password and your user profiles.
- ◆ **Planning** - Perform pre-installation planning for products on order.
- ◆ **Education** - Learn using multimedia product education modules.
- ◆ **Library** - View and print product libraries, red books, and white papers.
- ◆ **Technical Support** - Access hardware and software related technical support information.
- ◆ **Group Discussions** - Participate in user discussions with other product owners.
- ◆ **Resource Link News** - Read about what's new in Resource Link.
- ◆ **Personal Folders** - Set up and manage subscriptions to site content.

### TCOnow!

The TCOnow! Assessment Tool evaluates critical factors for comparing the “total cost of ownership” for running your solutions on zSeries versus competitive UNIX or NT platforms.



- ◆ TCO of **Linux** on zSeries compared to migrating to Linux on non-mainframe platforms
- ◆ TCO for **Enterprise Application** on zSeries compared to running ERP applications on non-mainframe platforms

See [http://www-1.ibm.com/servers/eserver/zseries/campaigns/z800tco\\_tool.html](http://www-1.ibm.com/servers/eserver/zseries/campaigns/z800tco_tool.html)

## Support for Hardware, "Don't Know," and Operating Systems Software

If you don't find what 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. This Representative 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**.

### 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.

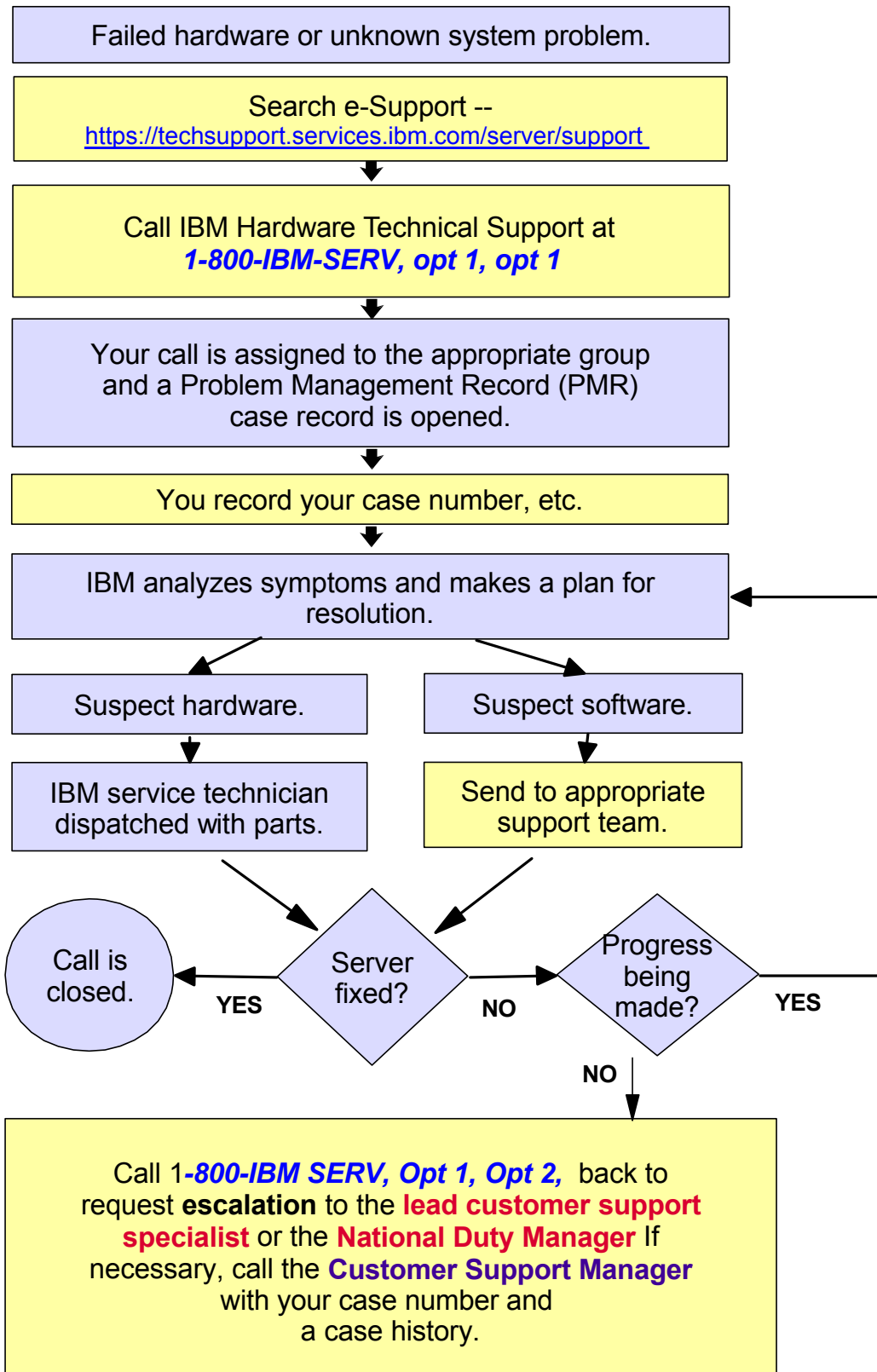
#### Severity 3 — MINOR

- ◆ 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.

**IBM Customer Support Plan -- Support for Hardware, "Don't Know," and OSs**



## IBM Customer Support Plan -- Support for Hardware, "Don't Know," and OSs

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

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

<b>Brocade:</b>	<b>1-800-IBM SERV</b> (2109 SAN Fibre Channel Switch)
<b>INRANGE:</b>	<b>1-800-657-6897</b> (2042 INRANGE Fibre Channel Director)
<b>McDATA:</b>	<b>1-800-752-4572</b> (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

## 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 Hardware and Software Support number listed above or call our general information number-- **1-800-IBM-4YOU**. Call between **7am - 10pm EST**.

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

- ♦ **Duty Manager** -- (US and CAN) 1-800-IBM-SERV
- ♦ **Integrated Technology Services Sales** -- (US) 1-888-426-4343 (option 3) or (CAN) 1-800-426-2255



## **zSeries Operating System Software Support**

### **SoftwareXcel enterprise edition for zSeries & SoftwareXcel basic edition for zSeries**

IBM's world-class software support is now available under **SoftwareXcel enterprise edition for zSeries**. This service combines the interactive, real-time, online functions of IBMLink/ServiceLink with enhanced support, monthly problem management reports, and remote screen viewing -- a comprehensive solution for daily support activities for your zSeries system software. SoftwareXcel is offered in addition to the world-class defect support provided via **1-800-IBM-SERV** in addition to the **electronic features of IBMLink/ServiceLink**.



**Offered by IBM Global Services, SoftwareXcel provides:**

- ◆ Electronic "how to/non-defect" usage support for most zSeries software products with a response time of 2 hours during prime shift
- ◆ Access to ask highly-trained IBM technical support specialists for "how to/usage" questions
- ◆ Electronic access to IBM support databases, software fixes, information on High Impact problems, preventive service information and electronic submission of IBM defect problems (provided via IBMLink/ServiceLink)

We cover most IBM zSeries software products, with SoftwareXcel. Linux support is provided via Support Line for Linux, which provides both defect and usage support via 1-800-IBM-SERV. See [http://www-1.ibm.com/services/e-business/linux\\_8.html](http://www-1.ibm.com/services/e-business/linux_8.html)

## 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>

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

# 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](mailto: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 Services 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-3.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

Helpful IBM URLs are organized by category:

- ◆ General
- ◆ Customer Support Operations
- ◆ iSeries
- ◆ Printing Systems
- ◆ pSeries
- ◆ Services (IBM Global Services)
- ◆ TotalStorage
- ◆ xSeries
- ◆ zSeries

### General Support

Corporate Home Page	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
eServer Central	<a href="http://www-1.ibm.com/servers/eserver/central/">http://www-1.ibm.com/servers/eserver/central/</a>
Global Financing	<a href="http://www-1.ibm.com/financing/">http://www-1.ibm.com/financing/</a>
Linux	<a href="http://www.ibm.com/linux/">http://www.ibm.com/linux/</a>
Products and Services/Shop IBM	<a href="http://www.ibm.com/products/us/">http://www.ibm.com/products/us/</a>
Redbooks	<a href="http://www.redbooks.ibm.com/">http://www.redbooks.ibm.com/</a>
Software Home	<a href="http://www.ibm.com/software/">http://www.ibm.com/software/</a>
Technical Support Directory (Global)	<a href="http://www.ibm.com/planetwide/">http://www.ibm.com/planetwide/</a>
Technical Support Directory (US)	<a href="http://www.ibm.com/planetwide/us/">http://www.ibm.com/planetwide/us/</a>
Technical Support and Downloads Home	<a href="http://www.ibm.com/support/us/">http://www.ibm.com/support/us/</a>

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

Customer Support Operations Home Page	<a href="http://www.ibm.com/support/operations/worldwide/">http://www.ibm.com/support/operations/worldwide/</a>
Direct Debit Option, Electronic Data Interchange (EDI), Credit Card and other Electronic Payment Methods:	<a href="http://www-3.ibm.com/support/operations/us/invoices_payments/read_more.shtml">http://www-3.ibm.com/support/operations/us/invoices_payments/read_more.shtml</a>
Inventory On-Line	<a href="https://www.ibm.com/support/operations/inventory/">https://www.ibm.com/support/operations/inventory/</a>
Invoices On-Line	<a href="http://iol.dbxpress.net/am/us/en">http://iol.dbxpress.net/am/us/en</a>
ServicePac Options for Warranty & Maintenance	<a href="http://www-1.ibm.com/services/its/us/spwmain.html">http://www-1.ibm.com/services/its/us/spwmain.html</a>

### iSeries -- Midrange Servers

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

### Printing Systems

Printing Systems Division Home	<a href="http://www.printers.ibm.com">http://www.printers.ibm.com</a>
Printing Systems Support Home	<a href="http://www.printers.ibm.com/R5PSC.NSF/Web/support+overview">http://www.printers.ibm.com/R5PSC.NSF/Web/support+overview</a>
Printing Systems Service Direct™, the industry's first automated dispatch system	<a href="http://www.printers.ibm.com/pbin-oasis/rqw/IBM.RBK">http://www.printers.ibm.com/pbin-oasis/rqw/IBM.RBK</a>

### pSeries -- UNIX Servers

pSeries (RS/6000/UNIX servers) Home	<a href="http://www.ibm.com/servers/eserver/pseries/">http://www.ibm.com/servers/eserver/pseries/</a>
pSeries Support Home	<a href="http://techsupport.services.ibm.com/server/support?view=pSeries">http://techsupport.services.ibm.com/server/support?view=pSeries</a>

**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>

**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.ibm.com/services/its/us/storage.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>  
    iSCSI (SCSI over IP) ..... <http://www.storage.ibm.com/snetwork/iSCSI/index.html>  
    Network Attached Storage (NAS) ..... <http://www.storage.ibm.com/snetwork/nas/index.html>  
    Storage Area Networks (SANs) ..... <http://www.ibm.com/services/its/us/san2.html>  
    SAN Software ..... <http://www.storage.ibm.com/ibmsan/products/sansoftware.htm>  
Storage Software Home Page ..... <http://www.storage.ibm.com/software/index.html>  
TotalStorage Technical Support ..... <http://ssddom02.storage.ibm.com/techsup/webnav.nsf/support/home>  
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/xseries\\_sm.html](http://www-1.ibm.com/servers/eserver/xseries/systems_management/xseries_sm.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%](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](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 Cluster 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/>  
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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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*

xSeries HelpCenter's Enhanced Service and Support Center (All Issues) ... US: 1-800-IBM-PROD (426-7763)

- ..... Canada: 1-866-565-6677
- *Serves as the primary contact for all entitled problem reporting*
- *Priority access requires ID and PIN*
- *Diagnoses hardware/software issues*
- *Notifies IBM Global Services Delivery Center of hardware fix (when necessary) and passes customer over to IBM-SERV for a customer service representative / parts dispatch*

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