

CUSTOMER SUPPORT PLAN

Prepared for: IBM CSP for Power for U.S. and Canada

Document includes: Power

	<u>Contents</u>
<p>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 Web 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.</p>	<ul style="list-style-type: none">• Technical Support Overview• General Web Support• Brand Web Support• Support Flow Chart• Hardware / Software Support• IBM Global Services• Support Web Site Links• Support Phone Numbers


Processed on September 14, 2012

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Overview of IBM technical support structure

From the largest IBM® customer to the individual IBM consumer, the Web enables e-relationships any time, day or night. Access the [IBM Support Portal](http://support.ibm.com) (<http://support.ibm.com>) to find the support you need. The following chart gives you an overview of IBM's technical support structure for customers:

			
<p>No charge - 7 x 24 x 365</p> <p>IBM Web Support</p> <p>support.ibm.com</p> <ul style="list-style-type: none"> ▶ Technical documents ▶ Fixes, drivers, updates, tools ▶ Subscriptions and alerts ▶ Service requests ▶ Performance tuning, monitoring ▶ Installation planning, setup 	<p>No charge during warranty period</p> <p>Hardware Warranty Support</p> <p>1-800-IBM-SERV (1-800-426-7378, Opt. 2, 1)</p> <ul style="list-style-type: none"> ▶ Global team ▶ 24 x 7 x 365 days a year* ▶ Problem determination ▶ Problem identification ▶ Access to product engineering for the life of your warranty <p><small>*Product warranties may vary. Check announcement letters for specific product warranty.</small></p>	<p>Fee-based</p> <p>Software or "How To" Support</p> <p>www.ibm.com/support/entry/portal/Open_Service_request</p> <ul style="list-style-type: none"> ▶ Global team ▶ 24 x 7 x 365 days a year ▶ How-to, usage, configuration, and installation support ▶ Operating systems and applications ▶ Software defect support ▶ Scalable support offerings ▶ Severity 1 problems can be opened at 1-800-IBM-SERV 	<p>Fee-based</p> <p>IBM Global Services</p> <p>ibm.com/services/</p> <ul style="list-style-type: none"> ▶ Integrated technology ▶ Product-specific services ▶ Industry-specific services ▶ Business consulting ▶ Strategic outsourcing ▶ Technical training
<p>Your IBM Sales and Support Team</p>			

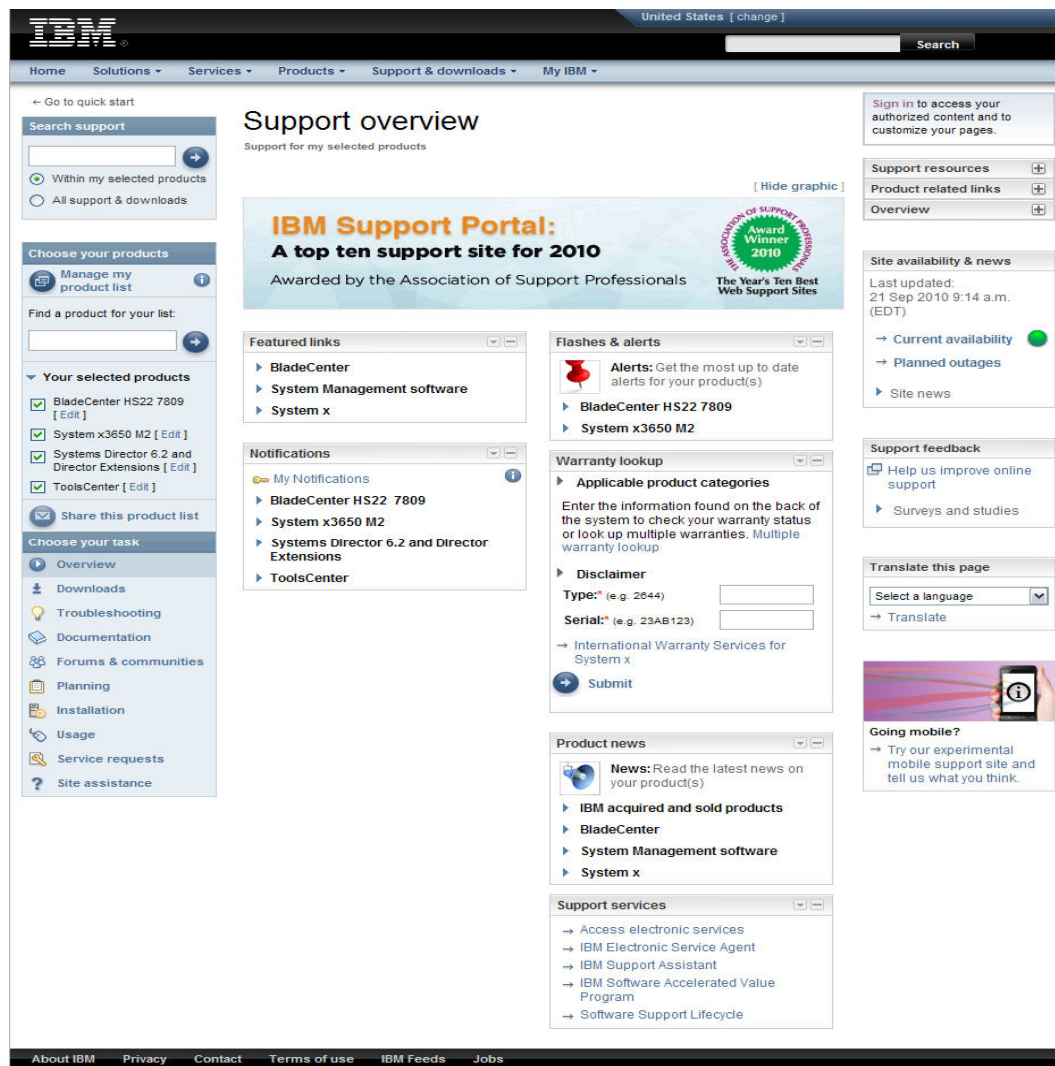


“IBM helped us make great business decisions, great technology decisions, and they proved the concept by building a prototype.”
- Leading Manufacturing Company

Why IBM
We have the experience and know-how it takes to help you successfully integrate IT with your business operations. In our centers worldwide, we partner with clients to meet their IT infrastructure goals and improve their overall business.

Your first stop for IBM support for all systems and software: Web support

The new IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. The **IBM Support Portal** (<http://ibm.com/supportportal>) gives you a great starting point to find the information and resources you need, any time of day or night. For more information about the IBM Support Portal and other electronic support offerings, please visit the IBM Electronic Support page (<http://www.ibm.com/electronicssupport>).



Offering information

Search for offerings from IBM (<http://www.ibm.com/common/ssi>)-- announcement letters, Sales Manual, press releases, white papers, and more.

Don't overlook Redbooks!

IBM® Redbooks™ (<http://www.redbooks.ibm.com>)



are "how-to" guides to technical information, and Redbooks Online! is THE Web source for finding information on IBM solutions and offerings. View and download the complete Redbook you want one of two ways: 1) do a quick keyword search for a listing of IBM Redbooks, Redpieces, and Redpapers; or 2) browse through preselected categories



Electronic Service Agent™ (<http://www-01.ibm.com/support/esa/>) can increase system availability and help you stay focused on your company's strategic business initiatives. **Note:** IBM Electronic Service Agent does not support IBM System Storage®.

Avoid Downtime

Do your IBM systems call IBM Support when they need service? They can with IBM Electronic Service Agent! IBM Electronic Service Agent is a monitoring tool that proactively reports hardware events as soon as they are detected. A service request is electronically routed directly to the appropriate IBM Support Engineer, with no intervention needed from you. The result?

Higher availability and faster fix delivery for your environment.

Accurate Fixes

Electronic Service Agent's call home functionality is fully integrated with IBM's hardware support centers. When an error is reported to IBM, it contains essential technical detail and is routed to the appropriate Support Engineer.

In addition, extended error information -- error logs, system snapshots, etc.-- is sent to IBM Support with the problem description. This means that the Support Engineer can immediately start working on resolving the problem. Not only does this save valuable time in the problem diagnosis process, it ultimately speeds up resolution time. In some cases, your IBM Customer Engineer is automatically paged with specific replacement parts information.

Customized Features

Associating your IBM ID when activating Electronic Service Agent gives you access to valuable capabilities in the IBM Electronic Services portfolio. These include:

My Systems lets you check any of your systems, anywhere in the world. With it, you can see what firmware, Operating System, and fix levels are installed. It enables you to better manage your datacenter, and helps you in deploying relevant fixes and technical updates across your IT infrastructure. My Systems gives you the control to compare and optimize your environment and avoid unplanned outages.

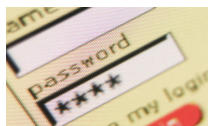
- **Reports problems to IBM**
- **Increases availability**
- **Secure**
- **Faster fixes**
- **Avoids downtime**
- **Enables custom IT management tools**
- **Saves you time with secure access to your system information**
- **Accurate solutions for your unique environment**



Reports system errors and information



Superior support and service



Optimize your IT environment

My Notifications is another valuable service to help you avoid system downtime and maintain the best performance for your IT assets. This new service can notify you of critical and required fixes, product support updates, and other custom recommendations that are tailored to your IT environment. It's like having a proactive IBM Support Rep at your fingertips with knowledge of the latest technical support guidelines. These recommendations are based on your system configuration, collected and submitted by Electronic Service Agent and delivered to you via the Web and/or e-mail.

Continued...

Electronic Service Agent, continued...

Secure Transmission

IBM is committed to security. Communication can only be initiated by your system, and your business data is never transmitted. You also have the option to grant authority to your trusted IBM Business Partner through an IBM ID. Information that you would manually upload to IBM support is automatically sent to IBM for you.

IBM Electronic Service Agent uses strong data encryption protocols that are utilized by leading financial institutions worldwide. HTTPS (SSL and TLS), VPN, and the AT&T Global Network Fenced Internet dial service are supported. IBM recommends high speed connectivity for faster reporting.

Specific IBM platforms have advanced connectivity options, including gateway and proxy server configurations. Additional connectivity information can be found in the appropriate IBM publication for your operating environment.

For HMC users, IBM has published a security whitepaper describing connectivity methods and transfer protocols. Access the white paper in the [Technical documents](http://www.ibm.com/support/electronic) (<http://www.ibm.com/support/electronic>) section.

Using Electronic Service Agent

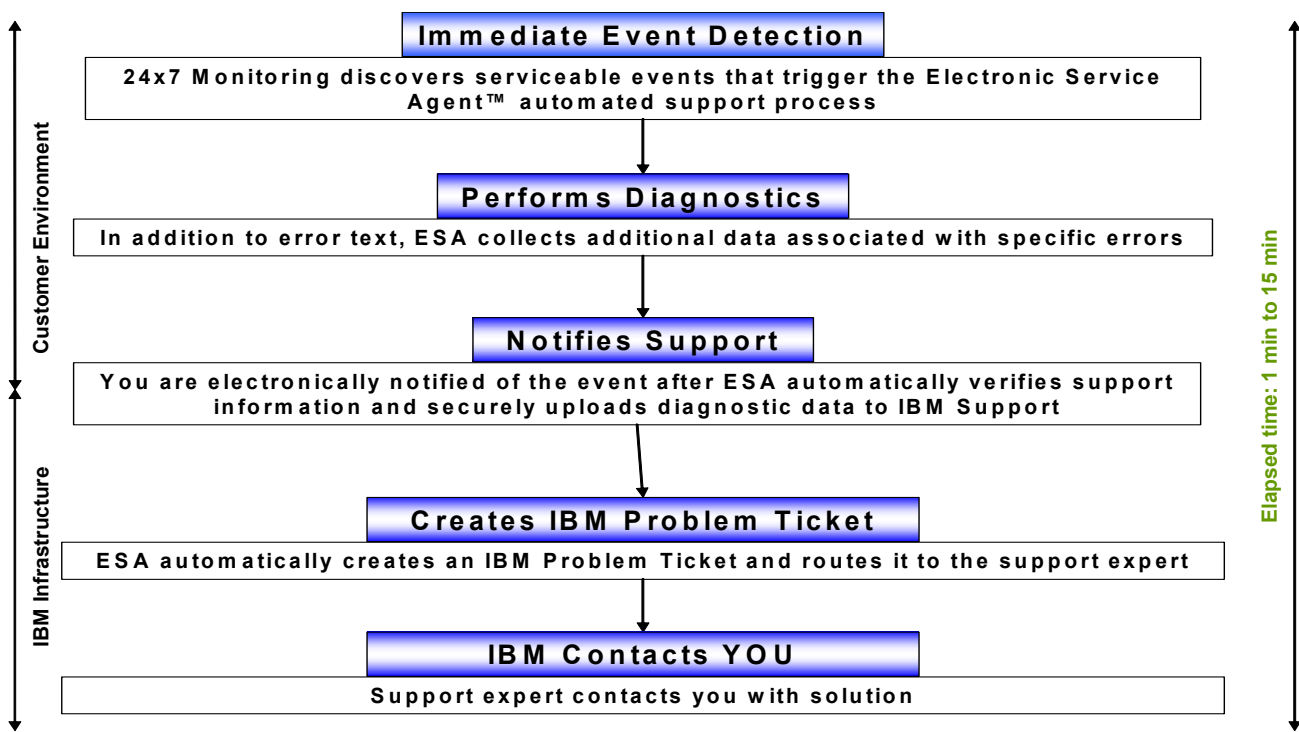
Electronic Service Agent is included at no additional cost for products that are covered under IBM Warranty and/or IBM Maintenance Agreements. It supports virtually all IBM systems:

- IBM Power® Systems family (including System p® and System i®)
- System x®
- BladeCenter®

Electronic Service Agent is integrated in IBM AIX® and IBM i® operating systems, as well as the Hardware Management Console (HMC). For IBM System x, it can be downloaded for Windows, Linux, and Systems Director environments.

Activation on your system can be done by your company's support team or by IBM.

Support Flow Chart for IBM Hardware using Electronic Service Agent™



Continued...

Electronic Service Agent, continued...

For more information

Visit the IBM Electronic Services Web site at ibm.com/support/electronic, call your IBM Systems Services Representative (SSR), or talk to your local IBM representative. See what IBM Electronic Service Agent can do for your business!

Submit a service request for hardware or software

Entitled customers* with software contracts, maintenance agreements, and/or warranties may submit a service request for hardware or software problems directly to IBM without having to call 1-800-IBM-SERV. The Electronic Service Call Plus (ESC+) service allows you to track the service request's progress, update the problem ticket, and close the ticket. The link to "Open a Service Request" is located on the [IBM home page](http://ibm.com) (<http://ibm.com>) under "Get support". You can get to your country's home page by clicking on the [change] button in the upper right hand corner of the above URL and selecting your country.

*All IBM clients and Business Partners in the US and Canada plus some Latin American countries

Offering information

[Search for offerings from IBM](http://www.ibm.com/common/ssi) (<http://www.ibm.com/common/ssi>)-- announcement letters, Sales Manual, press releases, white papers, and more.

IBM Power (System p) Web Support

IBM System p Support Web site

(<http://www-03.ibm.com/systems/p/>)



Highlights include:

What's new in Power (System p)	http://www-03.ibm.com/systems/power/news/index.html
Power (System p) Hardware	http://www-03.ibm.com/systems/power/hardware/systemp.html
Support and Services	http://www-03.ibm.com/systems/power/support/index.html
Resources	http://www-03.ibm.com/systems/power/resources/index.html
For Developers	http://www.ibm.com/developerworks/aix/
Power Community	http://www-03.ibm.com/systems/power/community/index.html
Message Center - database you can search for information about AIX error messages, LEDs, and error identifiers	http://publib.boulder.ibm.com/infocenter/pseries/v5r3/index.jsp?topic=/com.ibm.aix.messagecenter/messagecenter.htm
Hardware documentation	http://publib16.boulder.ibm.com/pseries/index.htm
AIX Documentation	http://publib.boulder.ibm.com/infocenter/systems/scope/aix/index.jsp

IBM System i5 / eServer iSeries (Midrange Servers) Web Support

[IBM System i Support Web site](http://www.ibm.com/systems/i/)

(<http://www.ibm.com/systems/i/>)

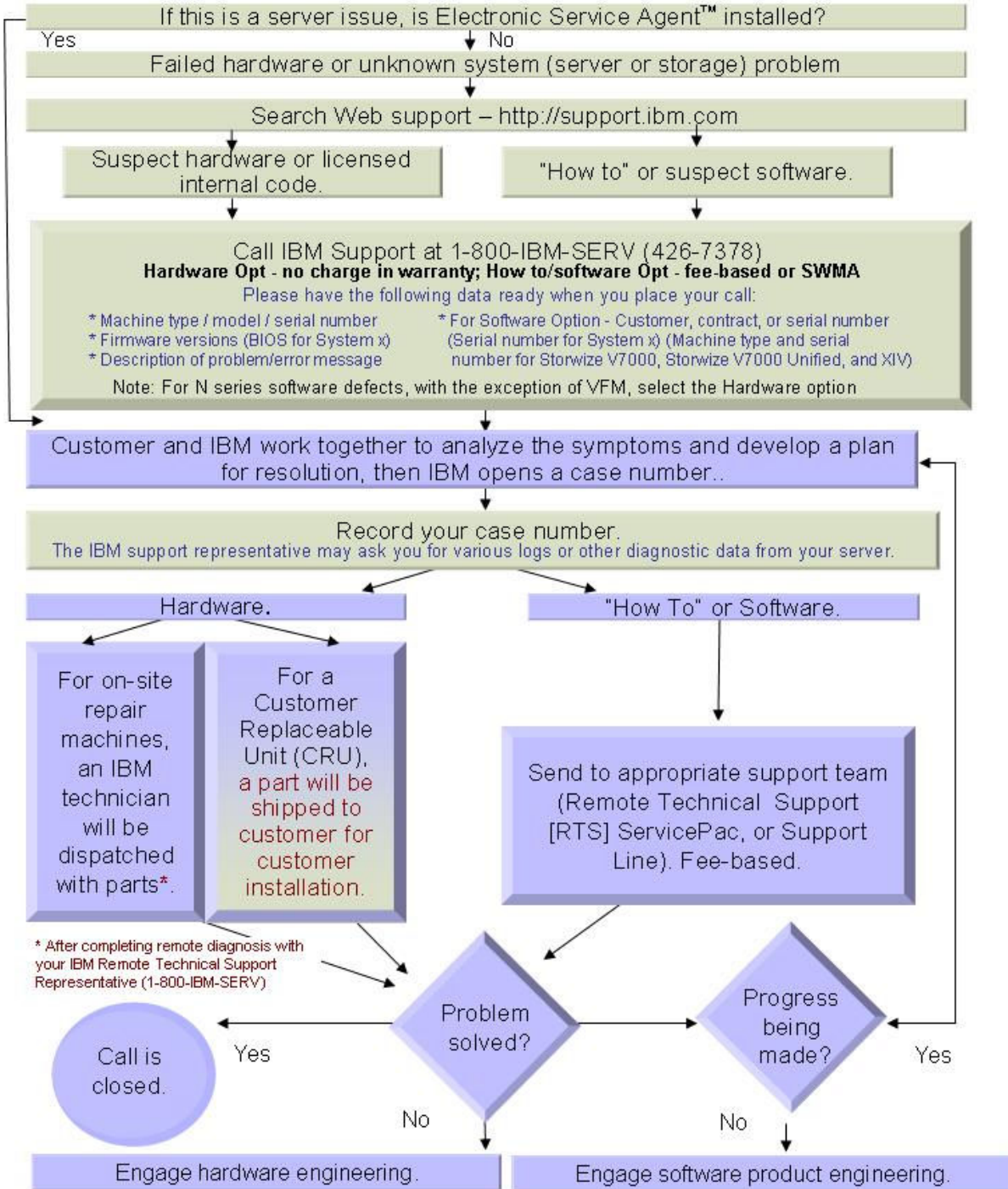
For the quickest access to IBM® System i5™ / eServer™ iSeries® support, always start with the following System i site, which has current product information, timely updates and articles, and links to all your System i support. Several navigation portals are on this site. On the left are the major category and support areas. Another portal has links to key iSeries resources. A snapshot of these portals is shown here.

Midrange Servers	
About System i / iSeries	http://www.ibm.com/systems/i/
Hardware	http://www-03.ibm.com/systems/power/hardware/systemi.html
Support	http://www.ibm.com/servers/eserver/support/series/
Services	http://www-03.ibm.com/systems/i/support/
Software	http://www.ibm.com/systems/i/software/
Solutions	http://www.ibm.com/systems/i/solutions/
Education	http://www.ibm.com/systems/power/education/
Library	http://www.ibm.com/systems/i/resources/
Success Stories	http://www.ibm.com/systems/i/success/
Resources	
Hardware:	
Information Center	http://publib.boulder.ibm.com/series/
High Availability	http://www.ibm.com/systems/power/software/availability/
Capacity Backup	http://www.ibm.com/systems/i/hardware/cbu/
Operating systems:	
i5/OS®	http://publib.boulder.ibm.com/infocenter/series/v5r4/index.jsp
Linux® for IBM i Platform	http://www.ibm.com/systems/i/os/linux
AIX 5L	http://www.ibm.com/systems/i/os/aix/
Software and solutions:	
i5/OS-ready ISV Solutions	http://www-03.ibm.com/systems/power/solutions/
Related information:	
Capacity on Demand	http://www.ibm.com/systems/i/cod/
Logical Partitioning	http://www.ibm.com/servers/eserver/series/lpar/
Service and support:	
Leasing / Financing	http://www.ibm.com/financing/
Machine Warranty Information	http://www.ibm.com/servers/support/machine_warranties/

Support Flow Chart for IBM Hardware and Software

In the following chart, green boxes indicate customer actions; blue boxes indicate IBM actions.

Note: These products are exceptions to the following flowchart: **Cisco and N series**. Details on support for each of these products can be found in that product's section in this document.

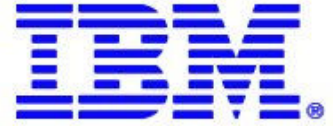


If you need escalation, call **1-800-IBM SERV** (with your case number and a case history) and ask for the **National Duty Manager**. For **System x**, you may also ask for the Atlanta Team Lead.

IBM SERV: Your Next Stop....Opening a Service Call with IBM SUPPORT

First, make sure you have searched hardware Web support.

Our [IBM Support Portal](http://support.ibm.com) (<http://support.ibm.com>) offers you self-service 24 x 7 x 365, with its powerful, cross-IBM offering knowledge base.



You have options when it comes to requesting service from IBM:

1. Call IBM Support at 1 800 IBM SERV (800 426 7378)
2. Configure automated “call home” tools for your system hardware requests.
3. Submit an online request using ESC+ (hardware) or SR (software)

Before contacting IBM support

To help IBM support technicians more quickly determine/resolve your problem, please have the following information handy:

- Your server’s machine type, model, and serial number
- Firmware and microcode revisions (if appropriate)
- Error messages that you have received
- A definition of the problem: Being able to articulate the problem and symptoms before contacting support will help expedite the problem solving process. Helpful background information might include:
 - Has the problem happened before?
 - What steps led up to the failure?
 - Can the problem be recreated?
- The problem’s business impact (severity). To the right are guidelines for choosing the correct severity.
- Ensure someone is available to work with IBM support at the machines physical location.

Placing the call

After you have gathered the appropriate information, you are ready to place a call. Dial 1-800-IBM-SERV and select the appropriate option:

HARDWARE: Use Option 2 (HW) for warranty-related hardware issues. Resolving these types of calls may involve updating or replacing microcode/device drivers to assist problem determination.

SOFTWARE: Use Option 2 (SW) for fee-based software support, including questions on installing, using, and configuring both the software and the hardware. **You will also want to use this option for support with the SAN Volume Controller (SVC).**

After you have selected your option, your call will be passed through to an entitlement agent.

You will be asked for entitlement information, such as your system serial number or your customer number, so that we can verify your entitlement to the service.

Once confirmed, we will then ask you a few questions to help document the problem you are experiencing then transfer you directly to a technical specialist. (For most System Storage products, a specialist will call you back.)

Severity 1 CRISIS	The system (or a major application or component) goes down, critically impacting a client’s ability to do acceptable business. No bypass alternatives are available. Severity 1 requires total commitment of equipment and personnel by the client and vendors to resolve the problem.
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.

IMPORTANT: Record your case number then verify it with the IBM support staff, who can dispatch a hardware Customer Service Representative if necessary. IBM may request that you provide log information.

IBM is not responsible for lost data or software and is not required to advise or remind you of appropriate backup, security, or other procedures. Before IBM repairs your IBM Systems™ or System Storage™ device, it is your responsibility to:

- back up all data and software on the system
- remove any removable media
- reload data and software

Your Next Stop, continued...

Customer Replaceable Unit (CRU) parts

IBM Service provides replacement CRUs (**Customer Replaceable Units**) to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. CRUs are designated as being either Tier 1 or a Tier 2.

Installation of a Tier 1 CRU (no tools and minimal technical expertise) is your responsibility. For more FAQs on installing CRUs, visit the [CRU FAQs Web site](http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=MIGR-5074420) (<http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=MIGR-5074420>).

Many [CRU service part installation and removal training movies](http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-MOVIES) are available. (<http://www-947.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-MOVIES>).

Escalation



The National Duty Manager (NDM) is responsible for delivering maintenance and support to IBM customers 7 x 24 x 365, including service delivery outside of normal business hours. The NDM also works to ensure IBM efficiently and effectively coordinates available resources. You may reach the National Duty Manager at 1-800-IBM-SERV (426-7378).

Machine warranties and license information

All IBM Servers

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

IBM System Storage™

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

In-Warranty Upgrades / ServicePac® Options

IBM provides [base warranty coverage and in-warranty service upgrades](http://www-935.ibm.com/services/us/en/it-services/servicepac-for-warranty-and-maintenance-options.html) (<http://www-935.ibm.com/services/us/en/it-services/servicepac-for-warranty-and-maintenance-options.html>) for all IBM products. Available for IBM machines purchased in the U.S., in-warranty service upgrades must be purchased during the original product warranty period and **MUST BE REGISTERED TO ACTIVATE**. The service period begins with the equipment purchase date.

Option	Coverage hours	Technician on site
24 x 7 x 2	24 x 7 x 365	Scheduled within 2 hours*
24 x 7 x 4	24 x 7 x 365	Scheduled within 4 hours*
9 x 5 x 4	8am-5pm, Mon-Fri in customer's time zone	Scheduled within 4 hours*

* After completing problem determination with IBM Remote Technical Support (1-800-IBM-SERV) 2 Hour response only available in certain metropolitan areas. These are response objectives, not guarantees.

Post-Warranty Maintenance Agreement (MA) / ServicePacs

For many IBM products you can extend the duration of the service with a maintenance agreement. If your system is outside its warranty period, IBM offers a variety of [post-warranty options](http://www-935.ibm.com/services/us/en/it-services/post-warranty-maintenance-agreement-servicepac.html) (<http://www-935.ibm.com/services/us/en/it-services/post-warranty-maintenance-agreement-servicepac.html>) with coverage for both parts and labor.

IBM Power (System p) Operating System Software Support

IBM Software Maintenance for AIX 6.1 Operating Systems

IBM® world-class Software Support is available under the Power® Software Maintenance (SWMA) Solution. This Solution for the AIX 6.1 Operating System takes IBM's software subscription for upgrade entitlement and IBM's world-class technical support organization, and combines them into a single offering for IBM Power™ systems running AIX 6.1.



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

- In the U.S., a 24x7 all severity option is also available for purchase.

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

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

The AIX® SWMA and upgrade center is your online ordering tool to purchase software maintenance and support. Whether you are buying new software, upgrading or renewing, this is the fast and foolproof way to shop.

Contact a product specialist — If you would like a trained ibm.com product specialist to assist you with your purchase, choose from the following options and we will help you place your order. Call 1-866-426-0472.

IBM System i Operating System Software Support

IBM Software Maintenance for System i

Entitlement to software upgrades and access to IBM's world-class software support is now available under a single offering -- "Software Maintenance (SWMA) for IBM System i™ / iSeries OS/400®, i5/OS™, and Selected Products." This new solution service for the IBM i5/OS and OS/400 operating systems (and their associated select group of products) and takes IBM's software subscription for upgrade entitlement plus access to IBM's world-class technical support organization, and combines them into a single offering for IBM System i systems running OS/400 and i5 systems running i5/OS.



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

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

- Usage and installation
- Product compatibility and interoperability
- Interpretation of product documentation
- Diagnostic information review to help isolate the cause of a problem
- Configuration samples

IBM and multi-vendor database searches

IBM offers assistance with problem source identification and problem resolution. SWMA is included, with its appropriate price with new iSeries and i5 systems configured with OS/400 and i5/OS. All current upgrade entitlement and support contracts will be honored through their expiration. Your IBM representative can provide information about your options for migrating to SWMA.

IBM Software Support Handbook

Another source of information on IBM's software support is found in the [Software Support Handbook](http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html) (<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>)



System i Information Center

A great source of information for planning and implementing solutions using System I servers can be found in the [IBM i and System i Information Center](http://publib.boulder.ibm.com/eserver/ibmi.html) (<http://publib.boulder.ibm.com/eserver/ibmi.html>).

System i Home Page

Remember, all IBM i related information can always be reached from the main [System i home page](http://www.ibm.com/systems/i) (<http://www.ibm.com/systems/i>). Be sure to "start here."

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

We recognize that you need support that goes beyond resolving hardware problems. To succeed, your 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 the [IT Services Web site](http://www-935.ibm.com/services/us/en/it-services/gts-it-service-home-page-1.html) (<http://www-935.ibm.com/services/us/en/it-services/gts-it-service-home-page-1.html>).



For IBM Servers -- the Technical Support Advantage

The Technical Support Advantage helps you gain competitive advantage and allows for expandability as you grow, whether you have a small or large IT shop. It helps to provide for things like reliability, availability, serviceability with confidence in your solution.

IBM Sales Representatives or Business Partners can help you with the right IBM solution for your needs by using key leading-edge IBM centers, which can tap the full strength of the IBM Corporation for you and draw on the right technical expertise you need. Experienced IBMers are available to partner with you to design and test your solution before implementation. These centers are powered by the breadth and depth of our leadership, skills, and experience with IT infrastructures.

Visit the [IBM Support Portal](http://support.ibm.com) (<http://support.ibm.com>).

Each key area gives you powerful reasons for buying and using IBM Server systems:

- [Skills enablement](http://ibm.com/training) - <http://ibm.com/training>
- [Exclusive documentation](http://www.redbooks.ibm.com/) - <http://www.redbooks.ibm.com/>

Maximize your IT investment with **IBM technical training**

(<http://ibm.com/training>)

IT Education Services is the world's largest IT training provider.

In the U.S. or Canada, call 1-800-IBM-TEACH (426-8322)

IBM "How To" and Software Services (Fee-Based)

(US) 1-888-IBM-4343 or (CAN) 1-800-426-2255

Prevent outages, accelerate issue resolution and meet service level requirements with consolidated onsite and remote software support. **IBM Software Support Services** (<http://www-935.ibm.com/services/us/en/it-services/services-a-to-z.html>) can help you:

- Reduce operating costs and increase efficiency
- Improve availability and reduce downtime
- Reduce complexity
- Ease resource and skills constraints.

IBM Operational Support Services:

In addition to Support Line (see sidebar) IBM Integrated Technology Services offers:

IBM Remote Technical Support Services:

- **Account Advocate**

(<http://www-935.ibm.com/services/us/en/it-services/software-support-services-account-advocate.html>)

This premium remote support service features a single source technical support interface for remote support. Highlights include: personalized management for your software support problems through an assigned priority support team, a single source of support throughout problem resolution for operating system problems, operating system problem escalation assistance, cross-platform assistance through interfacing with other IBM departments for problem resolution, and help determining problems involving other support resources.

IBM Software Support Services:

- **Enhanced Technical Support**

(<http://www-935.ibm.com/services/us/en/it-services/software-support-services-enhanced-technical-support.html>)

This service is designed to provide an integrated, proactive approach to support high-availability, complex IT environments. A designated team of technical support specialists can work as a remote extension of your IT staff. Using proprietary analytical tools, the team monitors your IT environment, including hardware, software and systems, and provides direction and advice based on ongoing reports.

End User Support Services

(<http://www-935.ibm.com/services/us/en/it-services/end-user-services.html>)

This integrated set of preventive, self-enablement and assisted-support technologies—as well as on-site support—designed to provide one-on-one assistance to users. Leveraging these autonomic methods and technologies, you can reduce the number of help desk support requests and shorten the duration of help desk calls to lower costs and improve the overall productivity and satisfaction of end users. And with the ability to avoid problems before they occur, you can simplify your support organization, better manage expenses by avoiding escalating costs associated with multiple service desks, and achieve greater system reliability and availability.

Note: Some services may not be generally available in Canada but may be done as a custom contract. For additional information in Canada, please contact: 1-800-426-2255



Support Line

(<http://www-935.ibm.com/services/us/en/it-services/software-support-services-base-software-support-for-support-line.html>)

Get telephone or electronic access to our highly-trained technical support specialists, who can serve as your one source for remote software support services.

- High-quality technical support for IBM and select multi-vendor software, including Linux (and Linux clusters), Microsoft, SAN/NAS, and Disk/Tape.
- A supplement to your internal staff with IBM's skilled services specialists
- Fast, accurate problem resolution to help keep your IT staff productive
- Options for enhanced coverage and a single interface for remote support
- Software support for non-IBM platforms
- Includes software defect support
- Leverages IBM alliances with Red Hat and Novell
- Support for your international environment

A summary of IBM Services

Details on any of the services below are available at the [Services Web site](http://www.ibm.com/technologyservices/us/en/)

(<http://www.ibm.com/technologyservices/us/en/>).



Integrated technology services	Business continuity and resiliency End user Integrated communications IT strategy and architecture Maintenance and technical support Middleware	Outsourcing Security and privacy Server Site and facilities Storage and data	
IT strategy and architecture services	IT management consulting IT transformation and optimization consulting	SOA infrastructure consulting	
Business consulting services	Customer relationship management Financial management Human capital management	Strategy and change Supply chain management	
Application services	Application development Wireless applications Enterprise integration Portals, content, and e-commerce Customer experience, branding and usability design	Staff augmentation Application out-tasking Design-build-manage Portfolio outsourcing Co-management	
Product-specific services	Implementation services Services for System z, Power, and System x servers Business Intelligence E-mail and collaboration Enterprise application solutions /supply chain management Implementation services Life sciences On Demand Business Product life cycle management Scientific and technical Server consolidation	TotalStorage Services Assessment Centralized backup/restore Connectivity Infrastructure Migration/implementation Managed ops / support Networking/network integration Performance management Planning and design Security Testing Tivoli	Software Services Enhanced Services Support Line Electronic Service Agent (no charge) SmoothStart Installation Migration/implementation Data management Networking/communications Operating systems Systems management Web application servers Passport Advantage Storage Implementation Services (http://www-935.ibm.com/services/us/en/it-services/storage-and-data-product-services.html)
Outsourcing	Applications on Demand™ Data center outsourcing e-mail archive and records management Entrust Hosted Services	Global expense reporting Managed hosting Managed storage Network outsourcing	Output management Virtual Hosting – Linux virtual services Workforce mobility
IBM Global Financing	Business Partners Commercial International financing	IT products and services Financing tools Low rate financing	Medical imaging equipment buy-back Project financing
Asset recovery	IBM Express Asset Recovery Solutions	Large quantity services for recycling and disposal	
Engineering services	Semiconductor solutions Engineering solutions	Cell Broadband Engine technology	Deep computing Intellectual property

Maximize your IT investment with training.....IBM Education

Are you looking for access to classroom, e-learning or technical conferences? If so, visit the [IBM Training web site](http://www-304.ibm.com/jct03001c/services/learning/ites.wss/zz/en?pageType=page&c=a0011023) (<http://www-304.ibm.com/jct03001c/services/learning/ites.wss/zz/en?pageType=page&c=a0011023>).

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Explore current and emerging technologies, meet respected industry leaders and network with peers from around the globe.

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→ [Learn about training for IBM's latest acquisitions](#)

Industry Insight

- 📄 [White Paper: The value of IT certification \(358 KB\)](#)
- 📄 [Certification Flyer \(354 KB\)](#)
- 📄 [Education for a Smarter Planet: The Future of Learning CIO Report on Enabling Technologies \(847 KB\)](#)

→ [Gartner identified the top 10 strategic technologies for 2011](#)

Social Media Connections



Engage with experts and fans to explore and discuss IBM technical topics.

IBM Inventory Online – U.S. Only

IBM Inventory Online

(<http://www.ibm.com/support/operations/us/en/inventory/inventory.shtml>) lets you access IBM inventory information for your company via the Internet.



This will enable you to view inventory information quickly, including:

- Hardware maintenance and software maintenance, including expiration data
- Warranty information
- IGF contract information
- ServicePac information
- Eliminate the need to request this data from your IBM sales or support contact
- Reduce the need to handle paper reports (You can also request updates to inventory records electronically)

No additional charge! 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 user ID and password. A specific list of IBM customer numbers will be associated with each user, to ensure 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) (<https://www.ibm.com/support/operations/inventory>)
2. If you have previously registered with IBM Registration, type in your user ID and password and click "Sign In". On the next panel, click the link to "Update Profile." You will be asked to re-enter your user ID and password. Skip to Step 4.
3. If you have NOT previously registered with IBM Registration, please click 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 "Continue".
5. Review the acknowledgment, then click "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 "Submit."

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 lets you search for:

- data by customer number
- a customer number by location
- enterprise-wide data
- a specific type-serial
- data by system type and system number

Select inventory search criteria. This screen lists the inventory search tabs available to you – Product, Hardware, Software, IGF Lease and Warranty expirations.

View IBM Products. IBM servers, peripherals, associated software, and selected PC hardware products are available for viewing in Inventory OnLine. Also included are IBM products purchased from an IBM Business Partner.

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

Print. As long as your browser has a print function, you can only print from the initial display panel screen. There is also an enhanced printing option in which you can designate specific pages of data to print in a report format.

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

Update Request. An update request form is also available in the Inventory OnLine tool. This will enable you to 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 jump back to review customer numbers again, to select a different option from the inventory search criteria panel, to designate a different customer number, etc. Just click the appropriate area on the navigation bar.

Get help. Although users find Inventory OnLine easy to use, there may be occasions when you need assistance. From any screen you can click on "Help" to bring up additional information about Inventory OnLine.

Communicate with us. Inventory OnLine's feedback function allows you to electronically communicate with us if you have a question or comment regarding the tool. You can also click "CHAT NOW."

Questions? Dial 1-877-504-8930.

Customer Support OnLine – US



Did you ever:

- **Want to view an IBM invoice, pay an invoice, or ask a question about it -- on the Internet?**

Our "Invoices On-Line" eTool (<http://www.ibm.com/customersupport/us>) is free and easy to use. NOTE: These options may not be available if you purchased your IBM systems from an IBM Business Partner.

Register for *Invoices On-Line* (<http://iol.dbexpress.net/am/us/en/>).

For registration assistance, call 1-877-504-8930, option 2 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 OnLine* (<http://ibm.com/support/operations/inventory/>).

For registration assistance, call 1-877-504-8930, option 1.

- **Want to check the status of an order?**

If you are a large enterprise client with an IBM Easy Access site, *Integrated Order Status*, with all of its robust reporting capability, is available to you. Please contact your Web Sales Manager for assistance.

For all of our other clients, *Order Status OnLine* provides users access to order information including pertinent dates, carrier and invoicing information throughout the life cycle of any order.

View your *order status* (<http://ibm.com/account/orderstatus/us/>).

For assistance, call 1-877-504-8930, option 3.

- **Want to process your IBM contracts quickly and securely on-line? Contracts OnLine is a secure web based application that supports the entire contracting life cycle management.**

Register for *Contracts OnLine* (<http://ibm.com/support/operations/contracts>).

Please contact our Customer Support OnLine team prior to registration at 1-877-504-8930, option 4

- **Interested 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:

E- invoicing allows automated integration between IBM and your Accounts Payable or Supplier Network.

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.

Customer Fulfillment 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

Customer Support OnLine (www.ibm.com/customersupport/us)

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

- Order entry and order management for hardware, software, and publications
- Invoices and payments -- including billing options, payment methods, and terms, plus dispute resolution
- Tracking of hardware and software type/model/serial numbers
- Administrative support for maintenance and service contracts, including billing
- Order information status
- SW order management, contract management, inventory management, billing, disputes, and expiration/renewal management

Make Contact! 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

Customer Support OnLine - Canada

Customer Support Online Web site

<http://www.ibm.com/customersupport/ca>



Do you want to view or print an IBM 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* (<http://iol.dbexpress.net/am/ca/en>)
- For more information call 1-877-504-8930

Want to check the status of an order online?

- If you are a large enterprise client with an IBM Easy Access site, Integrated Order Status, with all of its robust reporting capability, is available to you. Please contact your Web Sales Manager for assistance.
- For all of our other clients, Order Status OnLine provides users access to order information including pertinent dates, carrier and invoicing information throughout the life cycle of any order.
- *View the status of your order* (<http://www.ibm.com/account/orderstatus/myorders/login?cc=ca&lc=en>)
- For assistance, call 1-877-504-8930

Want to view your receivables position with IBM – on the Internet? Our Statements OnLine eTool makes this possible

- This includes IBM invoices, credits, payments and disputes
- The powerful filter (search) tool allows users personalize their results
- A built in link to Invoices On-Line will show the invoice details
- *Register to view Statements* (<http://www.ibm.com/support/operations/statement>)
- For more information, call 1-877-504-8930

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

Customer Fulfillment 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

Customer Support OnLine (CSOL) 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
- Order information status

Make Contact!

For information or to initiate service requests, please visit our [Web site](http://www.ibm.com/customersupport/ca) (<http://www.ibm.com/customersupport/ca>).

You may also contact CSO by phone at 1-866-880-CSOL or 1-866-880-2765.

We welcome your questions, comments, and feedback.

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

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

IBM Support Web Sites



General Support

Corporate Home Page	http://ibm.com/
Global Financing	http://www.ibm.com/financing/
Products and Services/Shop IBM	http://www.ibm.com/products/us
Redbooks	http://www.redbooks.ibm.com
Techdocs, the Technical Sales Library	http://www.ibm.com/support/techdocs/atmastr.nsf/Web/TechDocs
Technical Support Directory (Global)	http://www.ibm.com/planetwide
Technical Support Directory (Canada)	http://www.ibm.com/planetwide/ca/
Technical Support Directory (U.S.)	http://www.ibm.com/planetwide/us/
Technical Support / Downloads Home	http://www.ibm.com/supportportal

Administrative Support - Orders, Inventory, Accounting...more

Customer Support Operations Home Page	http://www-304.ibm.com/jct03004c/support/operations/us/en/
Inventory Online	https://www.ibm.com/support/operations/inventory/
Invoices Online	https://secure2.iolportal.com/ibmiolus/
Canada:	https://secure2.iolportal.com/ibmiolcanada/
Can. French:	https://secure2.iolportal.com/IBMIOLCanada/EBPP/Company/IBMCANADA/index.cfm?fuseaction=loginform&company=IBMCANADA&language=fr-ca
Order Status Online	https://www.ibm.com/account/orderstatus/us/
Canada:	https://www.ibm.com/account/orderstatus/ca/en
Canada French:	https://www.ibm.com/account/orderstatus/ca/fr
ServicePac Options: Warranty/Maintenance	http://www-935.ibm.com/services/us/en/it-services/servicepac-for-warranty-and-maintenance-options.html

Electronic Support

IBM Electronic Support	http://www-01.ibm.com/support/electronicssupport/about.page
IBM Support Portal	http://support.ibm.com
Fix Central	http://www.ibm.com/support/fixcentral

Services (IBM Global Services)

IBM Global Services Home	http://www.ibm.com/services/
Services A to Z	http://www.ibm.com/services/us/index.wss/allservices
ITS Technical Training	http://www.ibm.com/training

Lenovo

Lenovo® Training Solutions (Education)	http://www.lenovo.com/training
ThinkVantage System Update	http://www.lenovo.com/support/site.wss/document.do?sitestyle=lenovo&Indocid=TVSU-UPDATE
Technical Support	http://www.lenovo.com/support
Lenovo Services and Warranty	http://www.lenovo.com/services_warranty/us/en/

Software

Software Support	http://ibm.com/supportportal
<i>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</i>	
Open Service Requests	https://www-304.ibm.com/jct03004c/support/electronic/portal/upr?category=2&locale=en_us
Passport Advantage®	http://www.ibm.com/software/lotus/passportadvantage/
Software License Agreements	http://www.ibm.com/software/sla/slabd.nsf

System x Servers and IBM BladeCenter

System x Support	http://ibm.com/supportportal
Systems Management	http://www-03.ibm.com/systems/management/
System x Training	http://www-03.ibm.com/services/learning/content/ites.wss/us/en?pageType=page&c=a0000609
IBM System x ToolsCenter	https://www-947.ibm.com/support/entry/myportal/docdisplay?brand=5000016&Indocid=TOOL-CENTER

System Storage and TotalStorage

Disk Systems Home Page	http://www.ibm.com/systems/storage/disk/
DFSMS Family of Products	http://www.ibm.com/systems/storage/software/sms/index.html
Storage and Data Services	http://www-935.ibm.com/services/us/en/it-services/storage-and-data-services.html
IBM System Storage N series	http://www.ibm.com/storage/support/nseries/
Storage Area Network (SAN)	http://www.ibm.com/systems/storage/san/index.html
Storage Software	http://www.ibm.com/systems/storage/software/index.html
Tape Systems	http://www.ibm.com/systems/storage/tape/index.html
System Storage Technical Support	http://www.ibm.com/supportportal
System Storage Education	http://www-304.ibm.com/jct03001c/services/learning/ites.wss/zz/en?pageType=page&c=a0011023
System Storage Virtualization	http://www.ibm.com/systems/storage/software/virtualization/index.html
Tivoli® Storage Mgmt. Solutions	http://www.ibm.com/software/tivoli/
System Storage® / TotalStorage®	http://www.ibm.com/systems/storage/index.html

Power (System p)

System p Support Home	http://www-03.ibm.com/systems/power/support/index.html
System p Education	http://www14.software.ibm.com/webapp/set2/sas/f/genunix3/elearningdocs.html

System i -- Midrange Servers

System i Home	http://www-03.ibm.com/systems/i/
System i Hardware	http://www-03.ibm.com/systems/power/hardware/systemi.html
System i Software	http://www-03.ibm.com/systems/i/software/
System i Advantages	http://www-03.ibm.com/systems/power/software/i/about.html
System i Support	http://www.ibm.com/supportportal
System i Education	http://www-03.ibm.com/systems/power/education/
System i Resource Center	http://www-03.ibm.com/systems/power/software/i/resources.html

System z – Mainframe

System z Home	http://www-03.ibm.com/systems/z/
Resource Link	http://www.ibm.com/servers/resourceLink/
System z Education	http://www.ibm.com/training
System z Software	http://www-306.ibm.com/software/os/systemz/en_US/index.html
System z Operating Systems	http://www-03.ibm.com/systems/z/os/
System z Networking	http://www-03.ibm.com/systems/z/networking/
System z I/O Connectivity	http://www-03.ibm.com/systems/z/connectivity/
System z Support	http://www.ibm.com/supportportal

IBM Systems Director

Editions	http://www-03.ibm.com/systems/software/director/editions/index.html
Management Servers	http://www-03.ibm.com/systems/software/director/downloads/mgmtservers.html
Agents	http://www-03.ibm.com/systems/software/director/downloads/agents.html
Extensions (Plug-ins)	http://www-03.ibm.com/systems/software/director/downloads/plugins.html
Partner Integration	http://www-03.ibm.com/systems/software/director/downloads/integration.html
Updates	http://www-933.ibm.com/support/fixcentral/
On-line Info Center	http://publib.boulder.ibm.com/infocenter/director/v6r2x/index.jsp?topic=%2Fcom.ibm.director.main.helps.doc%2Ffqm0_main.html
Community-based support	http://www.ibm.com/developerworks/forums/forum.jspa?forumID=759
Wikis	https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#/wiki/W3e8d1c956c32_416f_a604_4633cd375569/page/IBM%20Systems%20Director
Best practices	http://www.ibm.com/developerworks/wikis/display/WikiPtype/IBM+Systems+Director+Best+Practices+Wiki
Knowledge-base	http://www-01.ibm.com/support/search.wss?rs=0&tc=SGZ2Z3&r=100&sort=desc
Demos	http://publib.boulder.ibm.com/infocenter/director/v6r2x/index.jsp?topic=%2Fcom.ibm.director.main.helps.doc%2Ffqm0_c_elearning_getting_started.html
Service and Training	http://www-03.ibm.com/systems/services/labservices/index.html http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=G365650T66033R15
Redbooks and White papers	http://www-03.ibm.com/systems/software/director/resources.html
Electronic Service Agent	http://www-947.ibm.com/support/entry/portal/docdisplay?Indocid=TOOL-ESA



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 (CSO) 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

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

Customer Support Online Team 1-877-504-8930

Canada Customer Support Online 1-866-880-CSOL (2765)

CSOL -- Customer Support OnLine -- can help you understand and clarify many non-technical queries you may have involving:

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

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

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.com Sales Center US: 1-888-426-4343

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

Customers or IBMers can call this line to obtain information and order IBM products.

Continued . . .

IBM Phone Numbers, continued...

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

To place a parts order for PCs, 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

Printing Systems Service and Support (US) 1-800-IBM-SERV (426-7378)

Printer Selection Center for presales assistance

Technical Support for IBM Workgroup Laser Printers and MFPs (multifunction printers)

**Publication Orders (including Redbooks®) and
SLSS (System Library Subscription Services) Support US: 1-800-879-2755**

..... Canada: 1-800-IBM-4YOU (426-4968)

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

Software Subscription and Support Agreement (SWMA) Purchases 1-866-426-0472

This is the line customers can call for SWMA sales assistance

Software Technical Support Center (Support Line; fee-based, US & Canada) 1-800-IBM-SERV (426-7378)

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

Available for software that is not available through the Software Maintenance offering

Technical Training 1-800 IBM-TEACH (426-8322)

Classroom and on-site training, technical conferences, certification, and e-Learning

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

Warranty Service 1-800-IBM-SERV (426-7378)

Warranty Sales 1-866-723-7951

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