



Invitation to Attend

Customer Experience Walk Through and Demo

Please join us for a demonstration and presentation to assist customers with access to IBM systems and processes. Topics to be covered in these customer sessions include:

- **Downloading software**
- **Logging and managing software support requests**
- **Navigating IBM.com and creating customized support**
- **Access to invoices**
- **Different roles customer contacts play within IBM**
- **...and more**

When: February 6th, 2012 – 1:00 pm Central Time

Links: Please dial the number reflected below as well as log into the web meeting

USA Toll-Free: 888-426-6840

All other countries: See pages below

Participant Code: 26164376

Internet meeting link:

<https://apps.lotuslive.com/meetings/join> - Meeting ID: 4232723

Duration: 1 hour presentation, 15 minutes Q & A

If you plan on attending, we ask that you email clientcare@ca.ibm.com. We look forward to presenting to you in these upcoming sessions.

IBM Customer Support Team

All sessions will be presented in English

Country	Telephone Type	Access Type	AT&T Direct Number	Dial-In Number	Global Dialing Comment
Angola		Toll-Free	808-000-011	888-426-6840	
Argentina		Toll-Free		0800-222-1512	
Australia		Caller Paid		0-2-80318490	
Australia		Toll-Free		1-800-85-4950	
Austria		Caller Paid		0-1-2530601	
Austria		Toll-Free		0800-07-0079	
Bahamas		Toll-Free	1-800-872-2881	888-426-6840	
Belgium		Caller Paid		0-2-8946410	
Belgium		Toll-Free		0800-3-9022	
Brazil		Toll-Free	0800-890-0288	888-426-6840	FROM BRAZIL
Brazil		Toll-Free	0-800-888-8288	888-426-6840	BRAZIL OTHER
Brunei Darussalam		Toll-Free	800-1111	888-426-6840	
Bulgaria		Toll-Free		00800-117-4514	
Canada		Toll-Free		888-426-6840	
Cayman Islands		Toll-Free	1-800-225-5288	888-426-6840	
Chile		Toll-Free		1230-020-0719	
China		Toll-Free		4001-201-478	PREFERRED ACCESS
China		Toll-Free		10-800-711-1071	CHINA NETCOM GROUP USERS
China		Toll-Free		10-800-110-0996	CHINA TELECOM SOUTH USERS
Colombia		Toll-Free		01-800-5-1-81588	
Costa Rica		Toll-Free	0-800-011-4114	888-426-6840	
Croatia		Toll-Free		0800-777-954	
Cyprus		Toll-Free		8009-1373	
Czech Republic		Caller		2-39016353	

		Paid			
Czech Republic		Toll-Free		800-143-484	
Denmark		Caller Paid		32711870	
Denmark		Toll-Free		80-717000	
Dominican Republic		Toll-Free		1-888-426-6840	
Ecuador		Toll-Free	1-999-119	888-426-6840	
Egypt		Toll-Free	2510-0200	888-426-6840	FROM CAIRO
Egypt		Toll-Free	02-2510-0200	888-426-6840	OUTSIDE OF CAIRO
Finland		Caller Paid		0-9-72519565	
Finland		Toll-Free		0800-9-18357	
France		Caller Paid		0-170911580	
France		Toll-Free		0800-94-0558	
Germany		Caller Paid		0-69-2443-2290	
Germany		Toll-Free		0800-000-1018	
Ghana		Toll-Free	0191	888-426-6840	
Greece		Toll-Free		00-800-11-006-7783	
Hong Kong		Caller Paid		30713844	
Hong Kong		Toll-Free		800-90-5535	
Hungary		Caller Paid		0-1-7789195	
Hungary		Toll-Free		06-800-19-306	
Iceland		Toll-Free		800-9823	
India		Toll-Free	000-117	888-426-6840	
Indonesia		Toll-Free		001-803-1-006-7783	
Ireland		Caller Paid		0-1-5264424	
Ireland		Toll-Free		1-800-553-761	
Ireland		Toll-Free		1-800-943-427	

Israel		Toll-Free		1-809-417-783	
Italy		Caller Paid		0-2-00621263	
Italy		Toll-Free		800-975100	
Jamaica		Toll-Free	1-800-872-2881	888-426-6840	
Japan		Caller Paid		0-3-64042596	
Japan		Toll-Free		00531-11-0086	JAPAN KDD USERS
Japan		Toll-Free		0066-33-830321	JAPAN C&W USERS
Japan		Toll-Free		0034-800-900377	JAPAN NTT USERS
Kazakhstan		Toll-Free	8^800-121-4321	888-426-6840	
Korea (south)		Caller Paid		0-2-348-31399	
Korea (south)		Toll-Free		00798-1-1-006-7783	
Latvia		Toll-Free		8000-3906	
Lithuania		Toll-Free		8-800-31299	
Luxembourg		Caller Paid		24871280	
Luxembourg		Toll-Free		800-2-7910	
Macedonia		Toll-Free	0-8000-4288	888-426-6840	
Malaysia		Caller Paid		03-6207-4471	
Malaysia		Toll-Free		1-800-81-5412	
Mexico		Toll-Free		001-888-426-6840	
Mexico		Toll-Free	01-800-288-2872	888-426-6840	
Mexico		Toll-Free	001-800-462-4240	888-426-6840	MEXICO OTHER
Monaco		Toll-Free		800-93771	
Morocco		Toll-Free	00-211-0011	888-426-6840	
Neth. Antilles		Toll-Free		1-888-426-6840	
Netherlands		Caller Paid		0-20-7996800	
Netherlands		Toll-		0-800-363-6036	

		Free			
New Zealand		Caller Paid		09-912-7548	
New Zealand		Toll-Free		0800-442905	
Norway		Caller Paid		23162149	
Norway		Toll-Free		800-16771	
Pakistan		Toll-Free	00-800-01-001	888-426-6840	
Panama		Toll-Free		001-888-426-6840	
Peru		Toll-Free		0800-77-942	
Philippines		Toll-Free		1-800-1-111-0558	
Poland		Toll-Free		0-0-800-111-1929	
Portugal		Toll-Free		800-7-80880	
Romania		Toll-Free		0-800-896910	
Russia		Toll-Free	8^495-363-2400	888-426-6840	RUSSIA OTHER
Russia		Toll-Free	363-2400	888-426-6840	MOSCOW & ST PETERSBURG
Russia		Toll-Free	8^10-800-110-1011	888-426-6840	OR RUSSIA OTHER
Senegal		Toll-Free	800-103-072	888-426-6840	
Singapore		Caller Paid		66221594	
Singapore		Toll-Free		800-110-1842	
Slovak Republic		Toll-Free	0-800-000-101	888-426-6840	
Slovenia		Toll-Free		0800-80768	
South Africa		Toll-Free		0800-983-687	
Spain		Caller Paid		9-1-7878580	
Spain		Toll-Free		900-8-01334	
Sweden		Caller Paid		0-8-50515100	
Sweden		Toll-Free		0200-12-5807	
Switzerland		Caller Paid		0-43-2101240	

Switzerland		Toll-Free		0800-89-4800	
Taiwan		Caller Paid		0-2-77457238	
Taiwan		Toll-Free		00801-10-4334	
Thailand		Toll-Free		001-800-11-006-7783	
Trinidad & Tobago		Toll-Free	1-800-872-2881	888-426-6840	
Turkey		Toll-Free	0811-288-0001	888-426-6840	
Ukraine		Toll-Free	8^100-11	888-426-6840	
United Arab Emirates		Toll-Free	8000-021	888-426-6840	
United Arab Emirates		Toll-Free	8000-051	888-426-6840	U.S. MILITARY BASE
United Kingdom		Caller Paid		0-20-30596451	
United Kingdom		Toll-Free		0800-368-0638	
Uruguay		Toll-Free		000-411-006-7783	
USA		Caller Paid		215-861-6239	
USA		Toll-Free		888-426-6840	
Uzbekistan		Toll-Free	8^641-744-0010	888-426-6840	
Venezuela		Toll-Free		0800-102-9535	
Vietnam		Toll-Free	1-201-0288	888-426-6840	