



## IBM United Kingdom Limited

IBM United Kingdom Limited, PO Box 41, North Harbour, Portsmouth, Hampshire, PO6 3AU

VAT ID : GB107328000

## Welcome to IBM

Primary Contact:

Name  
Name Cont'd  
Address  
Address  
Address  
UNITED KINGDOM

07-Jan-2009

Dear IBM software customer,

You are receiving this letter because you have been designated as the contact for your software purchase for your site/location. As the designated contact please complete the registration process below in order to begin using the available features of our Software and services tool where you can download software for which you are entitled and add additional users from your company who you want to grant access to.

We appreciate your decision to obtain IBM software. IBM facilitates the acquisition of new software licenses and subscription and support to help you and your colleagues stay current and up to date on new software releases.

We've assigned you a software site number and if applicable, an Agreement Number. Please make a record of this number(s) and reference it when you communicate with us or your business partner, whether to place an order, update your site information, or contact us regarding software subscription and support.

Software Site Number: **Number**  
IBM Customer Number: **Number**

**Software Site Number:** The software site number is unique to your site and should be used to communicate with IBM and your business partner, whether to place an order, update your site information, or contact us regarding your relationship with IBM.

**IBM Customer Number (ICN):** The IBM customer number is unique to your site and should be used when contacting IBM Technical Support and when submitting Problem Management Records (PMR's) electronically via the IBM Software Support Site (ESR).

You will be provided with access to "Software downloads" and "Account management" via the "Software and services tool".

### What tasks can you accomplish via the "Software and services tool"?

- **Software downloads:** 24x7 access to "Software downloads" and the ability to set user preferences to see only those downloads of interest to you.
- **Account management:** Manage access to the "Software and services tool". You now have the flexibility to give access to an unlimited number of users.

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Instructions to access Software downloads & Account management via the Software and services tool

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Useful/Important Web resource:

IBM Software Support Web site: [ibm.com/software/support](http://ibm.com/software/support)

IBM Customer Number: Number

Page 1 of 4

Original



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(1) Access the "Software and services tool" at [www.ibm.com/software/howtobuy/softwareandservices](http://www.ibm.com/software/howtobuy/softwareandservices) and select "Customer sign in".

(2) If you already have an IBM ID and password created elsewhere on ibm.com you may enter these into the fields for "IBM ID" and "Password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.

(3) You will be prompted to enter the following IBM Temporary passcode NUMBER

Full access to the "Software and services tool" requires an IBM Temporary passcode otherwise, limited access to Software download will be allowed.

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM eCustomer Care Team:

[www.ibm.com/software/howtobuy/softwareandservices/docs/en\\_US/ecare.html](http://www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html)

Yours Sincerely,

IBM eCustomer Care Team

Useful/Important Web resource:

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Page 2 of 4

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### YOUR DISTRIBUTED SOFTWARE LICENSING PROGRAM REGISTRATION INFORMATION

Please check the following for completeness and accuracy and let us know if there are any corrections needed.

Language preference for communications regarding your account (For countries where there is more than one official language):  
EN

#### Primary Contact

The person named below is the main contact person for this Site. All correspondence, other than as indicated for the other contacts, will be sent to the attention of the Primary Contact.

**Company Name:** Name  
**Contact Name:** Name  
**Street Address:** Address  
**City:** City **State/Province:** State **ZIP Code/Postal Code:** Code  
**Country:** GB  
**Telephone/Ext:** Number  
**E-mail Address:** *email*  
**VAT Number:** Number **IBM Customer Number:** Number

#### Site Technical Contact

The person named below is responsible for maintaining the list of your authorised IS Personnel for this Site on the IBM Software Support Web site, and co-ordinating distribution of the technical support access information to the authorised callers of this Site.

**Company Name:** Name  
**Contact Name:** Name  
**Street Address:** Address  
**City:** City **State/Province:** State **ZIP Code/Postal Code:** Code  
**Country:** GB  
**Telephone/Ext:** Number  
**E-mail Address:** *email*

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IBM Customer Number: Number

Page 3 of 4



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### Software Administration Contact

The person named below will receive the "Proofs of Entitlement" for software acquisitions made by this Site. In addition, this individual will be contacted regarding all new Program versions and releases that your Site is entitled to receive under your software subscription and support coverage and for software subscription and support renewal orders.

**Company Name:** Name

**Contact Name:** Name

**Street Address:** Address

**City:** City **State/Province:** State **ZIP Code/Postal Code:** Code

**Country:** GB

**Telephone/Ext:** Number

**E-mail Address:** *email*

**VAT Number:** Number

Registered Address: IBM United Kingdom Limited Registered in England and Wales with number 741598 Registered office: PO Box 41, North Harbour, Portsmouth, Hants. PO6 3AU

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Page 4 of 4