

IBM Logo

<IBM Legal Entity Name>

<IBM Legal entity name and address>

<VAT/tax ref, where applicable>

Welcome to Passport Advantage

December 12, 2010

Primary Contact:

Customer Name

Address

Dear Passport Advantage customer,

We appreciate your decision to enroll in Passport Advantage – IBM’s volume license acquisition and subscription and support offering for distributed software. Passport Advantage is designed for large and international customers who want to aggregate their purchases over multiple locations to get the best possible pricing. This complete and flexible offering facilitates the acquisition of new software licenses as well as Software Subscription and Support and other Selected Support services to help you keep up-to-date on new software releases and ensure your users are kept up and running by providing world-class technical support.

We’ve assigned you a Passport Advantage Agreement Number and a Passport Advantage Site Number. The combination of the Passport Advantage Agreement and Site Number is unique for your Site. Please make a record of these numbers and reference them when you communicate with us regarding our Passport Advantage relationship, whether to place an order, update your site information, or contact us regarding Software Subscription and Support or Selected Support. We’ve also included your Agreement’s Relationship Suggested Volume Price (RSVP) Level, and Anniversary for Software Subscription and Support and Selected Support renewals, if these have already been established. If not yet established, both the Relationship SVP Level and the Anniversary will be stated on your first, and each subsequent, Proof of Entitlement for transactions you make using your Passport Advantage Agreement.

Passport Advantage Agreement Number:	Number	Passport Advantage Site Number:	Number
Relationship SVP Level:	Level	Anniversary:	Date

Be sure to reference your unique Passport Advantage Agreement and Site Numbers when placing an order with IBM, or through your preferred IBM business partner, to ensure that new acquisitions under Passport Advantage are properly priced and credited to your Agreement.

As a Passport Advantage customer, we are pleased to provide you with access to Passport Advantage Online - the on demand resource for all your Passport Advantage needs. Please refer to the e-mail we sent to you with the subject line “IBM Welcomes you to Passport Advantage Online” for further information about how you can use and benefit from Passport Advantage Online.

Use only when NOT an online enrollment:>[Passport Advantage Temporary Passcode: Number

The Passport Advantage temporary passcode above is used only once when authorizing your IBM ID and Password to access Passport Advantage Online at: ibm.com/software/passportadvantage and select the Passport Advantage Online tab, then choose “Customer sign” in. In the event you do not have an IBM ID

Useful/Important web resources:

Passport Advantage information, customer secure site access, training, etc.: ibm.com/software/passportadvantage
IBM’s International Program License Agreement and product License Information documents: ibm.com/software/sla
IBM Software Support web site: ibm.com/software/support

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and Password, please select the “register” link to create one. Subsequent to entering the IBM ID and Password on the “sign in” page you will be prompted to enter your Passport Advantage temporary passcode provided above. Completing this process will allow you to access Passport Advantage Online.]

Please find enclosed a CD which contains information that will help you make the most of your Passport Advantage relationship with us. This includes:

- ◆ Passport Advantage Agreements and forms, or links to those forms on the internet. Please note that if special terms apply to your specific Passport Advantage Agreement, these are not reflected in the documents on, or referenced by, the CD.
- ◆ A Passport Advantage Enrollment Form that can be printed and used not only for enrolling further sites, but also for keeping us informed of any changes to your site information. Both actions may also be performed online at: ibm.com/software/passportadvantage
- ◆ A copy of IBM’s International Program License Agreement and links to the related product License Information documents.
- ◆ Collateral providing information about Passport Advantage and the available tools.
- ◆ The Passport Advantage Tutorial course enabling a more detailed understanding of the offering.

Once we have received and accepted your initial order, we will start communicating directly with the specified contacts for your Site:

- ◆ You will have access to your Proofs of Entitlement online via Passport Advantage Online to confirm your authorized use of IBM software. Electronic Proofs of Entitlement will also be sent via e-mail to your Administration Contact when you obtain new licenses or Selected Support, or renew Software Subscription and Support, Selected Support, and/or Fixed Term Licenses, and may, in some countries, be routed to you via the IBM channel partners through whom your order was placed.
- ◆ Your Site Technical Contact will receive important Technical Support access information.

When we make available new versions or releases of software products for which you have active Software Subscription and Support, we will notify all users of Passport Advantage Online that have been designated to receive eNotifications.

We encourage you to take a few minutes to browse through these materials and become familiar with Passport Advantage. If you have any questions or need additional information, please contact your IBM Business Partner or your IBM sales representative. You are also invited to visit the Passport Advantage program pages frequently at ibm.com/software/passportadvantage to keep up-to-date with new and exciting features of, or information about, Passport Advantage.

We have included below all the contact information you provided to us on your original Enrollment Form for your Site. Please review and, if applicable, update this information for completeness and accuracy via Passport Advantage Online.

Useful/Important web resources:

Passport Advantage information, customer secure site access, training, etc.: ibm.com/software/passportadvantage
IBM’s International Program License Agreement and product License Information documents: ibm.com/software/sla
IBM Software Support web site: ibm.com/software/support

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Yours Sincerely,

IBM Passport Advantage Team

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PA Agreement & Site Number: <XXXXXX> - <XXXXXX>

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YOUR PASSPORT ADVANTAGE ENROLLMENT INFORMATION

Please check the following for completeness and accuracy and, if applicable, update this information at the "Contact update" section of your secure Passport Advantage Customer Site.

Enrollment type: <Commercial, Service Provider, Government Option, or Academic Volume Option>

Language preference for communications regarding your Passport Advantage relationship (For countries where there is more than one official language): <abcdef>

Primary Contact

The person named below is the person with whom IBM will communicate concerning changes to the Agreement or other contractual issues.

Company Name: <Company Name> (Note: same field order
Contact Name: <Contact Name> and as on local translated
Street Address: <Street Address> Enrollment Forms)
City: <City> State/Province: <State/Province> ZIP Code/Postal Code: <ZIP Code/Postal Code>
Country: <Country>
Telephone/Ext: <xxxxxxxxxx> Fax: <xxxxxxxxxx>
E-mail Address: <xxxxxxxxxxxxxx@xxxxxxxxxxxxx.xxx>

VAT Number/ABN: <xxxxxxxxxx> IBM Customer Number: <xxxxxxx>

Administration Contact

The person named below is responsible for requesting and authorizing account information changes, web and tool access, etc. In addition, IBM will send the Administration Contact documents including Software Subscription and Support Renewal notices, software upgrade availability notifications, Proofs of Entitlement, etc.

Company Name: <Company Name> (Note: same field order
Contact Name: <Contact Name> and as on local translated
Street Address: <Street Address> Enrollment Forms)
City: <City> State/Province: <State/Province> ZIP Code/Postal Code: <ZIP Code/Postal Code>
Country: <Country>
Telephone/Ext: <xxxxxxxxxx> Fax: <xxxxxxxxxx>
E-mail Address: <xxxxxxxxxxxxxx@xxxxxxxxxxxxx.xxx>

Site Technical Contact

The person named below is responsible for overall support compliance for this Passport Advantage Site and maintaining authorizations for support-related web and tool access. This contact will also receive a letter with important Technical Support Information concerning access to IBM Software Support.

Useful/Important web resources:

Passport Advantage information, customer secure site access, training, etc.: ibm.com/software/passportadvantage
IBM's International Program License Agreement and product License Information documents: ibm.com/software/sla
IBM Software Support web site: ibm.com/software/support

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Company Name: <Company Name>

Contact Name: <Contact Name>

Street Address: <Street Address>

City: <City> State/Province: <State/Province> ZIP Code/Postal Code: <ZIP Code/Postal Code>

Country: <Country>

Telephone/Ext: <xxxxxxxxxx> Fax: <xxxxxxxxxx>

E-mail Address: <xxxxxxxxxxxxxx@xxxxxxxxxxxxx.xxx>

(Note: same field order
and as on local translated
Enrollment Forms)

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