

# Questions-réponses

## Passport Advantage & Passport Advantage Express FAQs

### **Passport Advantage - On May 5th when the new program goes into effect what happens to the level A through C customers in Passport Advantage?**

RSVP Levels A-C will be consolidated into a single RSVP called BL. Any customer in RSVP level A-C at end of day May 4th will be transitioned to the new RSVP level BL and will continue to get all the same benefits and features of Passport Advantage as customer's at any other Passport Advantage RSVP level.

### **Passport Advantage - Since levels A, B, C now equal BL what if a customer is relevelled down on their yearly anniversary, where do they go? Will they stay at BL? Drop out to Passport Advantage Express? What about those at level D - can they drop to BL at their first anniversary?**

Customers who are in the program on May 5th and who do not qualify for level D or above, can stay at level BL as long as they do not have 24 months of inactivity, which terminates their agreement according to the existing terms. A level D customer could drop to level BL and will stay there unless they subsequently qualify to level back up to D or unless their agreement terminates due to inactivity. There will be no new customers accepted into the program at level BL. BL is only for customers who were enrolled prior to May 5th and don't qualify for level D or above.

### **Passport Advantage - For customers at the BL level, will they still get the better of BL or the points on the current transaction?**

Yes, they will get the better of the two and in addition, they will move up (by definition) to a higher RSVP immediately thereafter (a BL Level customer would have to place an order of at least 500 points for this to occur, and they would be re-leveled after the transaction to the new level according to the number of points acquired in the transaction)

### **Passport Advantage - Anniversary renewals will have prorated Software Maintenance - does this mean IBM will have prorated Software Maintenance parts set up as regular SKU's on the pricelist?**

No. It means that the renewal report we send will prorate the SVP as necessary for each transaction. But all renewals for the same product will use the same renewal part number....it's just the price that will be different.

### **Passport Advantage - If a customer does not want to sync up and pay maintenance at their Anniversary for licenses whose Software Maintenance has not yet expired, what happens to the renewal quote? Does it remain open, and does the SVP keep changing as each month goes by with a new prorated renewal?**

Yes, they will be able to renew prior to the end of the 12 months maintenance for those licenses. They will pay the prorated price which will synch the coverage to their Anniversary date. However, they will be subject to any price changes that have occurred during the time between their Anniversary and the license's Software Maintenance expiration date, including any changes due to an improvement in their RSVP. IBM will not be sending out a reminder for renewal line items which were not renewed prior to the customer's Passport Advantage Anniversary Date.

### **Passport Advantage - Will IBM provide a second renewal quote for Passport Advantage if a customer acquires additional licenses after they receive their quote and within the 90 day window prior to their renewal date?**

If a customer acquires licenses after their renewal quote is generated, an updated renewal quote with the new line items will be sent to the customer and their Business Partner, if applicable. For transactions that occur after the first day of the last month before the customer's Anniversary, there will not be any need to send an updated renewal quote out since the coverage will end on the last day of the next Anniversary.

### **Passport Advantage - If the customer decides not to order at their Anniversary date, for coverage that won't expire for many months, is there any reminder sent closer to their Software Maintenance expiration date?**

We will not automatically send out an additional quote; however the telerenewal team will see a status of "partially renewed". They will be able to see the partially renewed sites and contact the customer as appropriate.

### **Passport Advantage - Does a customer have to wait until their next anniversary to benefit from the point aggregation?**

No, in the new program, recalculations will happen automatically after each transaction is recorded and closed in SAP. The Passport Advantage tools and downstream systems will also be updated within 24 hours.

### **Passport Advantage - Are there new enrollment forms?**

Yes, there will be minor changes to the enrollment forms for Passport Advantage. There are no enrollment forms for Passport Advantage Express - the registration data is to be provided with each transaction.

### **Passport Advantage - Does a customer stay in the program if they have not made a purchase in the past twelve months?**

Yes. A customer can stay in Passport Advantage until you have 24 months of inactivity at which time the customer would have to re-enroll and would have to meet the then-current entry criteria, including the requirement to place a new 500 point minimum order, to re-enter the program. Note: no guidelines have yet been established for Passport Advantage Express customers in this regard.

### **Passport Advantage - Does the 11/12 month rule still apply?**

Because a customer is always getting a full 12 months of Software Maintenance the 11 – 12 month rule will no longer apply.

**Passport Advantage - When an originating site has band level D or better, does an additional site that wants to place a first order from their site have to meet its own 500 points minimum purchase?**

No, the 500 point minimum is only required to create the initial enrollment of the originating site. For brand new customers the 500 point initial order can be made up of an order from the Originating Site and an Additional Site. i.e. Originating Site order is for 450 points, Additional Site order is for  $\geq 50$  points.

**Passport Advantage - Does the Part Number change, or the description (1ANNIV vs. 12 months), or both?**

Only the descriptions will change on May 5th to reflect the changes to the Software Maintenance coverage model. The same parts will be used in both Passport Advantage and Passport Advantage Express.

**Passport Advantage - Relationship price level will be reviewed after each transaction, and improved if applicable - When will the customers be notified of releveling - How will these be tracked by the Business Partners and by IBM?**

Customers will be notified immediately by email when a relevel has occurred due to a specific transaction taking them into an improved price level. The customer's business partner of record and their distributor will also be notified via email. In any case, IBM's Passport Advantage and Passport Advantage Online systems will all be updated within 24 hours of the releveling.

**Passport Advantage Express - Will Passport Advantage Express customers have an Agreement and Site number, the same as Passport Advantage customers?**

Since Passport Advantage Express is a single site program, only a Passport Advantage Express Site number will be assigned at time of registration

**Passport Advantage Express - If a customer makes three purchases in the same month, (say on the 10th, the 12th and the 20th), will all 3 transactions be consolidated into one renewal notice, or will the customer still receive 3 separate transaction renewal notices?**

They will all be on one renewal notice.

**Passport Advantage Express - How will Passport Advantage Express-related information show in Passport Advantage Online?**

Other than price level and points display (both irrelevant to Passport Advantage Express), all the functions in Passport Advantage On-line will be the same i.e. Downloads, PoE, etc.

**Passport Advantage and Passport Advantage Express - How does a customer get a user name and password to get onto their Passport Advantage Customer site? Is this the same user name and password they use to get onto the Technical Support site?**

A temporary Passport Advantage password is sent to the primary contact in the welcome kit when your customer first purchases under Passport Advantage. Their temporary user ID is sent to them by IBM via e-mail or regular mail. Once a primary contact receives this information, they must go to the Passport Advantage customer site located at [www.ibm.com/software/passportadvantage](http://www.ibm.com/software/passportadvantage), choose "Customer site" from the right navigational menu and register for an IBM registration User ID and password. This User ID and password will also allow the primary contact access to the Technical Support site.

**Passport Advantage and Passport Advantage Express - How does a customer find out who the Passport Advantage Site Technical Contact is for their site?**

They can find that information on their Passport Advantage Online secure web site. They can also update this information if they have been given the authorization to do so.

**Passport Advantage and Passport Advantage Express - Can a customer have a Passport Advantage Express and Passport Advantage agreement at the same time?**

Yes a customer can have both a Passport Advantage and a Passport Advantage Express agreement at the same time. However, because there are no points associated with Passport Advantage Express acquisitions and part numbers, there is no benefit for a customer to do this and they may be losing points which could be important in getting them to the next higher RSVP level.

**Passport Advantage and Passport Advantage Express - How does the customer move from Passport Advantage Express to Passport Advantage? Will a Passport Advantage customer ever move to Passport Advantage Express?**

Any non-Passport Advantage customer who can place a transaction of 500 points or more can enroll in Passport Advantage and acquire their Licenses and Software Maintenance through this program. However, if their business needs are better suited for acquiring IBM software through Passport Advantage Express they can do so even though they qualify for the Passport Advantage program. If a Passport Advantage Express customer qualifies and enrolls in Passport Advantage, they can request that their Passport Advantage Express license records be transferred into their Passport Advantage site; however, since there are no points in Passport Advantage Express, these previously-acquired licenses cannot count towards the customer's RSVP level.

**Passport Advantage and Passport Advantage Express - Will there be the same part numbers in Passport Advantage and Passport Advantage Express?**

Yes – there is a single parts and price file for the two programs.

**Passport Advantage and Passport Advantage Express - Do customers receive a copy of the IPLA terms and/or the**

## **purchased product's specific Ts&Cs, given that these are referred to in the program terms?**

The generic IPLA is included in the Welcome Pack for Passport Advantage; For Passport Advantage Express, customers are referred to the web site <http://www.ibm.com/software/sla> and select "View base license agreements". The Passport Advantage and Passport Advantage Express agreements, as well as the PoEs, point to the applicable website where both the generic IPLA, and the product-specific License Information (LI) terms can be found.

## **Passport Advantage and Passport Advantage Express - What are the effects of the Passport Advantage and Passport Advantage Express announcements on pricing?**

The simplifications and other improvements to Passport Advantage and the creation of Passport Advantage Express have been made in response to customer and business partner requests as well as market trends. While there was no intent of a general price increase, we are making three key changes that will, by their nature, have an effect on pricing:

1. Passport Advantage Express, our "transaction-based" offering, is designed for the buying patterns of our medium-sized customers and their business partners. A new price point called "Suggested Retail Price" is being introduced which is the only price point available for Passport Advantage Express. This price level has been set competitively for the medium-business market segment and is tailored for the types of products our medium-business customers are likely to use.

2. In Passport Advantage and Passport Advantage Express, we are including a full 12 months of Software Maintenance with each license (our customers and partners have asked for this). In the past, Software Maintenance was included "to the first anniversary" ... depending on the customer's anniversary date, this could have been anywhere from 3 to 12 months of coverage. In that situation, we priced our "License with Software Maintenance to the 1st anniversary" offering based on an "average" six-month period of Software Maintenance coverage. By now providing a full 12 months of Software Maintenance, the price of a given license will increase (for most products, around 11%). Most Software Maintenance renewal prices remain unchanged.

3. Existing customers in Passport Advantage RSVP Levels A-C will have the opportunity to continue to obtain software licenses and Software Maintenance through the Passport Advantage program, at the "BL" price level which is the same as our Suggested Retail Price. The price level for products, which are most likely to be acquired and used by our small to medium customers (likely in Passport Advantage RSVP Levels A-C), has been set to be competitive in their market segment. Any customer is free, of course, to purchase under the Passport Advantage Express terms and conditions if they choose.

In addition to Passport Advantage program changes above, there are also external factors which may affect pricing, including recent significant currency exchange rate movements in some regions and countries, and over which IBM has no control. While IBM does consider currency exchange rate fluctuations in its pricing methodologies, exchange rates can and do move very rapidly.

As always, if a customer believes that they are in a unique situation and experiences an unexpected or unreasonable change to their pricing, they are encouraged to work with their business partner and/or their IBM salesperson.

## **Passport Advantage and Passport Advantage Express – How will Government customers be affected by the changes, and specifically, will a new Government customer enrollment need to meet the 500 point entry requirement?**

Government (and also Academic) customers will continue to use Passport Advantage only, and will not be required to meet the 500 point minimum initial purchase. Government and Academic accounts will not be enabled under Passport Advantage Express due to the special terms that apply to these two customer sets.

## **Passport Advantage and Passport Advantage Express - There is no mention of MAL - is that still going to be available?**

Yes, MAL will continue for customers who let their Software Maintenance lapse. It will be renamed "Software Maintenance Reinstatement for 12 months".

## **Passport Advantage and Passport Advantage Express - Is the 2nd anniversary part number going away, and if so, how do we get a second year of maintenance?**

The license including Software Maintenance to the 2nd Anniversary part is being retired. To acquire the same coverage, use the part number for License with Software Maintenance for 12 months, together with the renewal part number as an additional line-item. For Passport Advantage, this renewal part's price and effective coverage would be prorated to synchronize with the customer's Anniversary; for Passport Advantage Express, it would be a whole additional 12 months of coverage.

## **Passport Advantage and Passport Advantage Express - Is there a pricing advantage for a customer to purchase from either Passport Advantage or Passport Advantage Express?**

A customer would want to purchase under Passport Advantage if their order is 500 points or greater. Passport Advantage will give you a Relationship Suggested Volume Price (RSVP) based on the size of their order and will provide discounted pricing. Passport Advantage Express is designed for orders less than 500 points, is transaction-based, and provides a single Suggested Retail Price (SRP).

## **Passport Advantage and Passport Advantage Express - Where does a customer go for help with questions about the changes to the Passport Advantage program?**

They would contact their IBM Passport Advantage Business Partner or their IBM sales representative. Information can also be found at [www.ibm.com/software/passportadvantage](http://www.ibm.com/software/passportadvantage)