

CUSTOMER SUPPORT PLAN for CSO CANADA



Purpose of Support Plan

This document communicates IBM's non-technical support to commercial customers (*i.e.*, not individual consumers). You will find information on IBM e-Support as well as information available by phone.

NOTE: To download the latest version of this document, go to <http://www.ibm.com/support/> then search under Technical Support using "customer support plan" (quotation marks included) in the search field.



Customer Support Operations (CSO) Overview - for Canada



- ☑ Are you a commercial customer (*i.e.*, not an individual consumer) or a Business Partner?
- ☑ Do you ever have questions about an invoice from IBM or want to check on the status of an order?
- ☑ Do you have other administrative questions about your account and inventory?

Customer Support Operations (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 (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, including billing
- Order information status
- SW order management, contract management, inventory management, billing, disputes, and expiration/renewal management

Make Contact!

For information or to initiate service requests, please visit our web site at <http://www.ibm.com/support/operations>

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:

- *Your customer number*
- *Order confirmation number*
- *Contract number*
- *Invoice number*

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