



February 17, 2009

Dear Valued Business Partner:

We are providing formal notification that the price of IBM Software Maintenance for MRO (Maximo) products is to be increased. Software maintenance renewal quotations provided 90 days or later from the date of this notice will be subject to a 10% increase.

A critical piece of IBM's mission is a continued focus on meeting your business needs now and into the future. This reflects a necessary annual increase to cover items like the rising costs of providing support, and developing new and improved versions of IBM software. For MRO customers, this price increase should also be viewed in the light of many years of software maintenance prices below 4%. Please note this does not reflect an increase in standard IBM Software Maintenance rates, rather a reduction in the level of discount offered historically to customers of MRO; the list prices for IBM software maintenance are unchanged. Any existing special contractual terms negotiated between your organization and MRO relating to software maintenance pricing will be honored by IBM.

We would like to personally thank you for your continued support of our business and for the opportunity to support your use of EAM technology and the value it brings to your business. Should you have additional questions related to MRO software maintenance, please do not hesitate to contact your local software maintenance representative.

Sincerely,

*Karl Thomason*

Karl A. Thomason

WW S&S Sales Leader, Maximo, Netcool & Vallent