



International Business Machines Corporation

International Business Machines Corporation, PO Box 643600, Pittsburgh, PA 15264-3600

IBM Software Support Information

18-November-2009

Technical Contact Name

Company

Address

IBM Customer Number: xxxxxxxx
Assigned Country of Entitlement: *Country*
Primary Site Technical Contact: *Technical Contact Name*

Dear IBM software customer,

You are receiving this letter because you are the owner of software offered by Ounce Labs, a company that has been acquired by IBM, and because you have been designated as the **Primary Site Technical Contact** for this software. Your Software Subscription and Support entitles you to receive IBM remote technical software support. The information in this letter will help ensure that you are able to take advantage of and access IBM's Customer Support. This letter will cover your role as the **Primary Site Technical Contact**, instructions on changing the Site Technical Contact information, our Customer Support Web Registration process, and details on contacting Remote Technical Support (web and voice).

Your Role as the Site Technical Contact

You have been designated as the **Primary Site Technical Contact** (Primary STC) for your site. As the Primary STC, you will be responsible for ensuring that your company's support personnel understand how to engage and work with IBM remote technical software support.

Please note: If you are not the Primary Site Technical Contact (Primary STC) for your site or if you do not have web access, please contact us immediately as outlined below to provide us with the appropriate information and/or name of the correct contact. This is critical as it could otherwise prevent your company from obtaining electronic support.

Modifying or Changing Your Site Technical Contact

To update or change your Site Technical Contact information, please send an e-mail to

APAC=ecareap@sg.ibm.com

Useful/Important Web resource:
IBM Software Support Web site: ibm.com/software/support

IBM Customer Number: xxxxxxxx



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EMEA=palogin@ie.ibm.com

Japan=paonline@jp.ibm.com

NA=dswsoft@us.ibm.com

instructing us on what you would like to do. Please be sure to include all of the following information:

- Company Name
- IBM Customer Number
- Site Technical Contact (STC) Name
- STC E-mail Address
- STC Phone Number

All the above information is required to modify or change our records.

IBM Customer Support - Web Registration Process:

If not currently registered, you must register to take full advantage of the features and benefits of the IBM Software Support website. Go to www.ibm.com/software/support and select “Register”, located in the top right-hand corner. If you already have an IBM ID and password from another participating ibm.com web site such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Software Support Web site

You will receive an e-mail from the Service Request (SR) Help Desk with step-by-step instructions on how to access SR. It is important that you follow the embedded link and the instructions contained in the e-mail to ensure that your record is setup correctly.

Once you have successfully entered the web tool, you will be able to enter any number of support personnel (including consultants and Business Partners) for your Site to your Authorized Caller list. You will also have the ability to add up to nine other people as Secondary Site Technical Contacts (Secondary STCs), so that they can also add/update the named caller list. Please note: you may assign an unlimited number of users.

For a more detailed description of the registration process, including Authorized Caller registration, we encourage you to take a look at the Assistance and “Site tours” sections on the IBM Software Support website at www.ibm.com/software/support .

Technical Software Support:

IBM’s global network of software customer support centers provides support during each country’s normal business hours. IBM support will be provided by the Software Support Centers via the web



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(electronic) and/or via telephone (voice). Please find a short description of support features and access related information below.

IBM web (electronic) support:

The IBM software support web site is located at ibm.com/software/support. This site provides access to a wide range of electronic support for your IBM software. Some of the key support features allow you to:

Download fixes

Search IBM's technical support knowledge base

Find troubleshooting, planning and installation documents

Open a service request (electronic problem submission tools)

Access "site tours," including one for electronic problem submission

Access the IBM Support Handbook, which contains detailed information about IBM's software support services

Connect with others via the Forums and Communities link

The website also includes valuable administration, information and help features such as:

- Authorized Caller registration and list maintenance
- Various "Site tours" including one for electronic problem submission at www.ibm.com/software/assistancesupport/help.html
- The IBM Software Support Handbook which contains detailed information about IBM's software support services at www.ibm.com/software/support/

Telephone (voice) support:

Your Software Subscription and Support entitles you to receive IBM remote technical software support via telephone in the country to which it is assigned, as presented at the top of this letter. Visit our website at <http://www.ibm.com/planetwide/> to find the appropriate technical support phone number for your country.

When contacting IBM's software customer support centers, each caller will be asked for the following information:

- IBM Customer Number
- Company name
- Caller name and phone number



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- The name and version/release of the software needing support - as well as the name and version/release/modification of the platform/operating system on which they run

Note: Support is only available for programs that have not yet reached their End of Service date

Reminders

Please ensure that all Secondary STCs and Authorized Callers have the information contained within this letter, and any future communication you may receive in your capacity as **Primary Site Technical Contact**. Please contact us using the e-mail address in the Modifying or Changing Your Site Technical Contact section should your role change. Likewise, please let us know if your name is spelled incorrectly or if you are not the Primary STC. This is important as it could otherwise prevent your company from obtaining electronic and voice support.

Thank you for choosing IBM to provide high quality solutions for your business and IS needs. IBM Customer Support will assist you in gaining maximum benefit from your investment in IBM's software products. Shortly, you will receive another letter with information on your Support Transition to IBM. Please do not discard that letter as it will contain important information.

Yours sincerely,

IBM Software Group