



International Business Machines Corporation

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

Welcome to IBM

18-November-2009

Primary Contact Name

Company

Address

Dear IBM software customer,

You are receiving this letter because you have been designated as the contact for your software purchase for your site/location. As the designated contact please complete the registration process below in order to begin using the available features of our Software and services tool where you can download software for which you are entitled and add additional users from your company who you want to grant access to.

We appreciate your decision to obtain IBM software. IBM facilitates the acquisition of new software licenses and subscription and support to help you and your colleagues stay current and up to date on new software releases.

We've assigned you a software site number and if applicable, an Agreement Number. Please make a record of this number(s) and reference it when you communicate with us or your business partner, whether to place an order, update your site information, or contact us regarding software subscription and support.

Software Site Number: xxxxxxxx

IBM Customer Number: xxxxxxxx

Software Site Number: The software site number is unique to your site and should be used to communicate with IBM and your business partner, whether to place an order, update your site information, or contact us regarding your relationship with IBM.

IBM Customer Number (ICN): The IBM customer number is unique to your site and should be used when contacting IBM Technical Support and when submitting Problem Management Records (PMR's) electronically via the IBM Software Support Site (ESR).

You will be provided with access to "Software downloads" and "Account management" via the "Software and services tool".

What tasks can you accomplish via the "Software and services tool"?

- **Software downloads:** 24x7 access to "Software downloads" and the ability to set user preferences to see only those downloads of interest to you.
- **Account management:** Manage access to the "Software and services tool". You now have the flexibility to give access to an unlimited number of users.

Useful/Important Web resource:

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

IBM Customer Number: xxxxxxxx



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Instructions to access Software downloads & Account management via the Software and services tool

(1) Access the "Software and services tool" at www.ibm.com/software/howtobuy/softwareandservices and select "Customer sign in".

(2) If you already have an IBM ID and password created elsewhere on ibm.com you may enter these into the fields for "IBM ID" and "Password". If you do not, please create them now by selecting the "register" link on the sign in page and completing the necessary information on the next page.

(3) You will be prompted to enter the following IBM Temporary passcode xxxxxxx

Full access to the "Software and services tool" requires an IBM Temporary passcode otherwise, limited access to Software download will be allowed.

If you need additional information, please refer to the link below to locate worldwide contact information for the IBM eCustomer Care Team:

www.ibm.com/software/howtobuy/softwareandservices/docs/en_US/ecare.html

Yours sincerely,
IBM eCustomer Care Team

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YOUR DISTRIBUTED SOFTWARE LICENSING PROGRAM REGISTRATION INFORMATION

Please check the following for completeness and accuracy and let us know if there are any corrections needed.

Primary Contact Name

The person named below is the main contact for this Site. All correspondence, other than as indicated for the other contacts, will be sent to the attention of the Primary Contact.

Company Name

Primary Contact Name

Address

Telephone

E-mail

Technical Contact Name

The person named below is responsible for maintaining the list of your authorized IS Personnel for this Site on the IBM Software Support Web site, and co-ordinating distribution of the technical support access information to the authorized callers of this Site.

Company Name

Technical Contact Name

Address

Telephone

E-mail

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