Exploring the "wonder" in IBM's Software Support

IBM

IBM Software Support Handbook

Version 3.2.3

What's New . . .

Software Premium Support
IBM Support Offering for Open Source Apache Geronimo
Ascential transforms as WebSphere Information Solutions

Software Premium Support

IBM Software Premium Support is a value-added customer support service developed and sold by a Software group cross-brand team. This is a new offering, which is separate from the services offered through ITS or IGS. Through this service, IBM provides an integrated set of support services that helps you sustain and optimize your IBM Software infrastructure.

IBM Support-Only Offerings (Selected Support)

IBM is pleased to offer customers support-only offerings for free IBM and selected non-IBM products. Often support-only offerings are for products or offering code that is developed and delivered through the open source community.

Two featured offerings are for Apache Geronimo and for the WebSphere Appplication Server Community Edition.

Ascential becomes WebSphere Information Integration Solutions

The Ascential Worldwide Customer Support team would like to thank you for your loyalty to Ascential products and Services and for giving us the opportunity to provide your customer support throughout our past relationship. We are now part of the IBM Company, and will be known as the WebSphere Information Integration Solutions (WIIS) Support team. As such, we remain committed to providing world class technical support worldwide. As part of our transition into IBM we have taken careful steps to ensure the high level of customer support we provide today, continues under IBM. While there may be minor changes, the majority of services and processes you use today will remain in effect.

Contents

Disclaimer: IBM reserves the right to make changes to the Software Support Guide and the policies within it at any time to improve or enhance the support provided to our customers. All changes will be posted to our Web version of this guide at **http://techsupport.services.ibm.com/guides/handbook.html** and will be included in future printed editions of this guide. *QUESTIONS:* If you have any questions concerning this guide or the policies and procedures included within, please contact the author Roger McKnight at email: mcknight@us.ibm.com

Welcome To IBM Software Support

The purpose of this document is to provide guidelines and reference materials that customers may need when they require IBM service and support. We've produced this guide with the following objectives in mind:

- To introduce you to IBM Software Support, including our operating systems and software divisions of DB2, Lotus, Rational, Tivoli, and WebSphere
- Provide information on the support services currently available from IBM, including definitions of programs, policies, and procedures
- Help you to effectively utilize IBM Software Support
- Explain how you can enhance your IBM Software Support with additional services to meet your needs
- Introduce you to the people of IBM Software Support

Please review this guide carefully as it contains important information regarding the service and support of your IBM products. Thank you for choosing IBM solutions!

The IBM Commitment

We believe that having your business is both a privilege and a responsibility.

We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that in order to enable you to concentrate on your core business issues, it is crucial that we provide world class information technology services that complement our information system solutions.

The intent of software support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing:

- *Rapid response to your requests*
- *Fast relief to high impact problems*
- *Timely problem resolution*
- *High quality fixes and information*
- *Up-to-date service and installation information.*

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of IBM products. As your solutions partner, we are dedicated to enabling your success.

Software Support Organization

IBM's software support organization is a global network of centers with expertise across our broad product portfolio. The organization is made up of teams of individuals that work together to provide you with the responsive software support that you require. Our worldwide centers are structured to provide you with local language access in most major countries and with the skills to help you identify the source of your problem amongst the products for which you have purchased support. For complex problems, we have specialized, skilled product teams with access to the experts in our Development Laboratories, as required. Therefore, you have access to the right level of IBM expertise when you need it – no matter where they are located.

The people of our software support organizations are highly skilled, motivated, energetic, and are eager to solve your software problems or answer your questions. Our goal is to ensure your satisfaction each time you need to call on us for support by:

- responding to your calls within targeted guidelines
- providing ongoing communication regarding your problem status through problem resolution
- taking ownership of your call for support
- providing a defined escalation process when management assistance is needed
- maintaining our commitment to continuous improvement of our service processes

Currently there are several types of support available for the family of IBM Software Products. The pyramid below outlines the progression of support available.

Support Offerings Overview

Premium Support ← Specialized support

Enhanced Support ← Software Maintenance Support Line

Defect (Warranty) Support ← Program Services Self-help

http://www.ibm.com/software/support

Progression
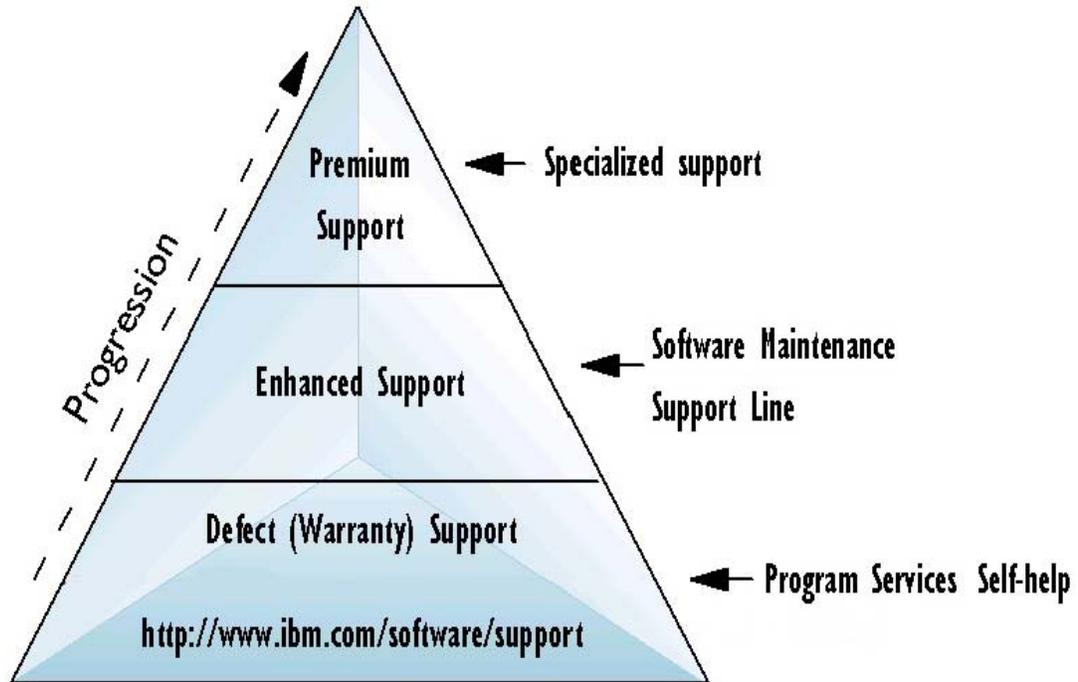
Self Help:

All IBM customers are entitled to take advantage of the Self-Help services available at http://www.ibm.com/software/support . We offer a vast range of on-line service offerings designed to augment and enhance the value of your IT operation. With these resources and tools, our self-help software support Internet site will meet many of your support needs.

Self Help will be available for at least one year from when you purchase your product from IBM.

General Self-help Capabilities for All Users:
- Basic search capability for closed APAR's and software fixes
- Info on how to purchase software maintenance and premium support
- Marketing Information (Product Overviews, Newsletters, RedBooks, White Papers, Announcement Letters, etc.)
- Links to Education and Training information
- Links to this IBM Software Support Guide

Program Services

Program Services is a support element baked into some IBM products which allows you to report suspected IBM defects to IBM. While Program Services is primarily the purview of S390, some non-S/390 products purchased before 2003 included some form of Program Services, such as the ability to report defects by fax or mail. Check your program license for details.

IBM zSeries (S/390) Software:

Program Services support for <u>most</u> zSeries (S/390) products includes problem support for suspected **defects** in IBM code and publications via telephone (voice), and electronic access. This support is available until such time as it is withdrawn with at least 6 months notice via an IBM <u>announcement letter.</u> IBM will provide remote technical specialists necessary to resolve defects in the majority of our mainframe products at no additional cost to you. Support for critical suspected IBM defect problems is available 24 hours a day, 7 days a week.

IBM Support & Subscription Offering (S&S)

Some zSeries products are only sold as one time charge (unlike the recurring charge products that predominate the platform). These products have a separate support and subscription offering which, if purchased, provides for the same level of support as described above plus future releases and versions. Without the support / subscription offering, the only support available is self help from the Internet.

A third type of product on the zSeries platform are those which are intended to be installed and run on any platform. Those products carry the support characteristics of the distributed platforms (described below)

Discontinuance of Program Services

IBM provides program service for most of its software products, as assurance that failures to conform to specifications will be addressed. Thus, discontinuance of program

service for the last release in a version of a software product is an indication of IBM's expectation that customers will not experience a high level of trouble due to program defects. When service is discontinued, corrections to known problems remain available, but the development team is redirected to other work, and no new, tested corrections will be generated for general use. Known problems may be reviewed and ordered via electronic vehicles such as the internet (e.g, http://www.ibm.com/software/support) However support provided by the IBM Support Center will be discontinued. At discontinuance of program service, associated services terminate as well, e.g. IBM Support Line and SoftwareXcel. The IBM Customer Agreement (for monthly license charge products) provides information on notification requirements for discontinuance of program services.

Distributed Platform Software Products:

(iSeries, pSeries, Intel & non-IBM platforms)

The non-S390 platform products do not include program services, but include some level of enhanced services for a period of time.

In response to your requests, for all **International Program License Agreement (IPLA)** software announced after January 1, 2003, IBM will:

o Make product technical support available for at least 3 years from the general availability date of each product (version/release). This technical support applies only to the IBM licensed product and will be provided to customers who have active Software Maintenance, Subscription and Support, or Support Line agreements. If this product is running on an operating system, (or with a corequisite, prerequisite product) that is no longer supported, IBM technical

support may be limited to defects that can be replicated on supported environments (i.e. supported versions of the operating systems).

o Ensure support is available for all components of a product until the product is withdrawn from support.

o Align product withdrawals of support to occur only in April or September each year.

o Publish a notice of withdrawal of support for a product at least 12 months prior to the effective date of the withdrawal of support.

The support periods for products affected by this announcement can be found listed on the Web at: www.ibm.com/software/supportlifecycle.

Support Extensions

IBM will offer Support Extensions for the distributed platform middleware products and for the zSeries platform IPLA (one time charge) products for a minimum period of 2 years following the product's end of support date.

(Support Extensions for the operating system (iSeries, pSeries, and zSeries) IPLA products will continue to be handled on an individual product basis. For Rational products, Support Extensions will be available starting with version 2003.06.00 and 2003.06.10, released in 2003, and subsequent releases.)

IBM Software Maintenance Offering

Included in the acquisition of IBM's Distributed Platform Software, including the iSeries and pSeries operating system software, is an enhanced level of support named Software Maintenance. Software Maintenance is designed to provide comprehensive, high quality remote technical support to your IS organization. Remote technical support

allows you to obtain assistance from IBM for product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. This offering does not extend the announced end of service date (program services) of a product, and the remote technical support included in this offering will not be provided beyond the end of service date for a product. It is also not intended as an end-user support offering.

It is designed to supplement your support staff skills by providing telephone and/or electronic access to IBM's technical support knowledgebases and technical product specialists. Software Maintenance is included with licenses acquired through Passport Advantage, Business Partners or IBM directly.

With Software Maintenance, you receive the following:

- Ability to access new IBM Software versions and releases as they become generally available as long as Software Maintenance is current
- Remote problem analysis and assistance during normal country business hours (e.g.: in North America, Monday through Friday, excluding national or statutory holidays).
  - Assistance with identifying the failing product/component
    - Limited to those products covered by a support contract
  - Assistance with remote problem determination and resolution
  - Provided in local language for most major countries
- Voice Access support for IBM code-related problems
- Support for routine, short duration

installation and usage questions
- Support for mission critical emergencies (Severity 1) during off-shift hours (non-prime shift hours for the country).
- Web access (not available in countries requiring DBCS at this time)
- Response time objective of two hours during prime shift for voice and electronic problem submissions. Response objective for critical/emergency problems during off-shift hours is two hours.
- Access to registered Web site for enhanced electronic support features (except the operating system software)
- Ability to authorize any number of technical IS staff who can submit problems to the IBM Support specialists.
- Ability to assign a Site Technical Contact (STC) who maintains the list of technical IS staff whom you authorize to submit/view problem records to IBM, for electronic access. (except the operating system software) See Appendix B

For problems that are beyond the scope of Software Maintenance, such as coding assistance, you will need a separate services contract, such as Consult Line.

Site Technical Contact (STC) for Passport Advantage:

For products where software maintenance is aquired through Passport Advantage or other IBM sales channels (this is mostly the middleware on the distributed platforms), Site Technical Contacts (STCs) need to be identified. Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical

Contact (STC)

If you did not purchase your IBM middleware through Passport Advantage and do not have a Site Technical Contact or you do not know who your Site Technical Contact is send an email to ESRHelpDesk@us.ibm.com

Software Maintenance Coverage

- When you renew Software Maintenance for a product at a site, you should renew Software Maintenance for all copies/licenses of that program at that site, no matter how you acquired those copies. Where appropriate, you should remember to renew the maintenance for both the host and workstation licenses.
- Your are entitled to Software Maintenance only on the licenses covered.
- If you need support coverage or want to install a new version/release on one of the licenses with lapsed Software Maintenance coverage, you will need to acquire "Software Maintenance After License". This is the only way you will be able to reinstate your licenses in Software Maintenance.
- Support may be accessed by technical callers which may or may not reside at your site depending on how your Site Technical Contact defined them.

Third Party and Open Source Software

Third party software or code is included or bundled with some of our IBM offerings. This code is included for your convenience, but is not considered part of the IBM program. Sometimes these non-IBM programs are licensed directly by their providers. You agree to use the non-IBM programs under the provider's terms and conditions. These are provided in the IBM licensing agreement which accompanies the IBM offering at time of

purchase.

Because this software is included or bundled with our IBM offerings, IBM does testing to ensure the Third Party products will work with IBM programs and function appropriately. Based on this, IBM Software support will diagnose problems concerning customer problems utilizing the knowledge of how our IBM offerings work with the Third Party software. Once we have concluded that the IBM program is working correctly, but the issue still exists, IBM must refer you, the customer, to the Third Party vendor for further diagnosis.

IBM provides these non-IBM programs without any warranties or representation, including, but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will IBM be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if IBM is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or conse-quential damages, so the above exclusion or limitation may not apply to you.

IBM does not possess the indepth technical skills to diagnose Third Party software problems. We must refer our customers to those Third Party software vendors for technical support when we diagnose the problem is not with IBM Software.

A special case of the above is open source software which may be included as part of the solutions IBM provides.

Because this code is owned by the open source community and not by IBM, it will be identified in the license materials or in an attach-ment to the license materials as "unwarranted". Because the code is not IBM's, there are no expressed or implied warranties or indemnifica-tion. However, like the third party software described above, IBM does testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the Third Party software, IBM software support will attempt to diagnose suspected defects using our knowledge of the interaction of IBM code and the open source software. In some cases we may even have the source code and may be able to provide work-arounds for reported problems, however the final arbiter over whether a supported fix can be provided may belong to the open source community (hence, the "unwarranted" designation).

Support without a Contract

For most IBM Mainframe platform software products, you are entitled to report suspected IBM defects

during normal business hours (and offshift for critical problems) by voice or electronic and will receive assistance in identifying the problem source, as long as the product release is current. Should the problem turn out to be a defect in IBM code, we will issue defect correction information, a restriction, or a bypass per the IBM Customer Agree-ment (the document that defines support for IBM mainframe software). Beyond what is provided on the Internet, Installation support and support for Q&As is delivered as part of fee services. As long as the product is current, you are entitled to receive fixes for defects and release upgrades.

Most IBM Distributed (non-S/390) platform software is provided with the first year of Software Maintenance include, giving you the ability to report suspected defects by phone or elec-tronically (where available), get installation and Q&A support, fixes for IBM defects, and product release and version upgrades. If you elect to not renew the Software Maintenance when it expires, your support is limited to self help from the internet.

IBM's SUPPORT LINE (or equivalent services by country)

Support Line gives you the ability to contact IBM and ask installation and usage related questions as well as make defect inquiries about eligible products. You have the option of voice or electronic (where available) access to a team of technical specialists. IBM Support Line enables you to reduce your own research time, increase productivity, and concentrate more on your core business.

Support Line is available during normal country business hours (e.g.: North America, Prime Shift, Monday through Friday, excluding IBM and national holidays). Support coverage for customer's mission-critical problems is available 24 hours per day, 7 days per week, in the base support contract.

For all eligible software, we help you with:

General Support:

- Usage and installation questions
- Product compatibility and interoperability questions
- Interpretation of product documentation
- Diagnostic information review(s) to help isolate the cause of a problem (for most zSeries products, this is part of defect support)
- Configuration samples
- IBM and multivendor database searches
- Planning information for software fixes
- Defect support

Electronic Support:

Electronic support (where available) allows you to:

- Submit your problems and get your answers electronically
- View screens remotely
- Submit documents electronically
- View open APAR's that you have submitted
- Search our question and answer database

Support Line announced new terms and conditions on July 10, 2001, to be effective September 1, 2001. The revised Support Line offering will provide support for those operating systems and associated products that are not available with the newly announced Software Maintenance offering. Having both Software Maintenance and Support Line will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products.

The support groups available in the revised Support Line offering include:

- Citrix
- Compaq Digital
- Disk and tape
- DYNIX/ptx
- HP-UX
- Linux
- Multivendor – No Operating System
- Novell
- OS/2
- SAN and NAS
- SGI
- Sun Solaris
- Windows
- z/OS and OS/390
- z/VM, VM, and VSE

Refer to the Supported Products List for the Support Groups and products supported in your geography at **http://www.ibm.com/services/sl/products** . More information on Support Line is available at http://www-1.ibm.com/services/us/index.wss/so/its/a1000030. IBM reserves the right to add or remove products supported under Support Line at any time.
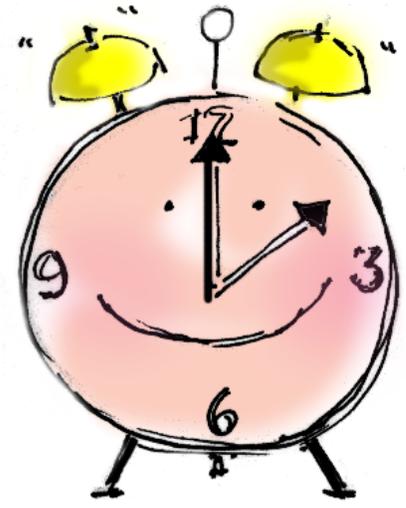
Electronic support capabilities are found at url: www.ibm.com/software/support and provide the following Enhanced Electronic Support Capabilities:

The enhanced electronic support features allows IBM to provide customers with "around-the-clock self-service" capabilities.

Electronic Downloads	✓	The ability download fixes
Advanced Search	✓	Enhanced search experience by searching across multiple technical repositories rather than one
Electronic Problem Submission	✓	Report problems on-line when you don't find your solutions by searching Establish real-time collaboration between you and our technicians
Personalization	✓	Customizable web views of support content based on your preferences
Automatic Language Translation	✓	Dynamic web translation of technical content into one of several languages

Note: *above services not available in all countries or for all products at this time*

For more information on the Software Maintenance Offering - a valuable option in our Passport Advantage program - please visit the
http://www.ibm.com/software/passportadvantage Web site and review the tutorial..

Premium Support Services Offerings

IBM's SoftwareXcel for US z/Series Customers

SoftwareXcel (enterprise edition) provides you with

- S/390 Resolve (the ability to report problems and routine installation and "how to" questions electronically)
- S/390 Alert (the ability to be notified of high impact fixes)
- Electronic access to Frequently Asked Questions
- Electronic download of fixes by linking to IBM's support database
- Premium response (usually w/i 1 hour) during prime shift for suspected defect problems
- Remote Screen Viewing capability

See http://www-1.ibm.com/services/us/index.wss/so/its/a1000185 for more information

IBM Software Premium Support

IBM Software Premium Support is a value-added customer support service developed and sold by a Software group cross-brand team. This is a new offering, which is separate from the services offered through ITS or IGS. Through this service, IBM provides an integrated set of support services that helps you sustain and optimize your IBM Software infrastructure. IBM Software Premium Support is designed to complement software maintenance and provides value to you through proactive support services, knowledge sharing, and problem management. This program has been designed with an approach to allow flexibility in the level of service needed to align with the Customer's business goals.

Highlights of the IBM SWG Premium Offering :

- Customers can purchase Premium support for most IBM SWG middleware products. A list of the products covered can be found at: http://www.ibm.com/software/lotus/support/offerings/productfamily.html
- A Premium Support Manager (PSM) is assigned as the account relationship manager with responsibilities for:
  - Situation Management and reporting
  - Escalations
  - Proactive problem prevention and knowledge transfer
  - Strategic Advice such as: coordination of support and planning activities for the customer's environment
- In accordance with the level at which the customer enters the program they may include other deliverables such as:
  - Customized skills development / transfer plans
  - Emergency Onsite days
  - Onsite Days for planning / skills transfer
  - Premium Support Analyst (PSA)
- A PSA if purchased by the customer will be assigned to a specific area of technology chosen by the customer
- The PSA will have responsibility for providing:
  - a high level of remote or on-site technical expertise and direction for the customers environment
  - diagnostic assistance and solutions to problems
  - technical support person on team for assigned product technology

For more information on IBM Software Premium Support, contact the SWG Premium Support Business Leader for your region:

America, Canada and Latin America: Alex Lewis at: alex_lewis@us.ibm.com
APAC: Jack Leung at:leungj@cn.ibm.com
Europe: Andy_millar@uk.ibm.com

IBM's Enhanced Technical Support (ETS) for EMEA Customers

Enhanced Technical Support (ETS) is a service solution that offers an integrated approach for proactive, coordinated support for multi-product and multi-vendor IT environments, including Hardware, Software, Middleware, Server and Storage platforms, on top of standard annuity support offerings, to meet the increasing needs for higher IT infrastructure availability at an effective cost.

ETS provides proactive advices and guidance to pre-empt problems and enhanced problem management to improve availability across the whole HW & SW IT infrastructure.

ETS services are built around three value propositions:

Personalized enhanced support : an assigned Account Advocate team will learn the key strengths and weaknesses of your IT infrastructure to help you

to increase the up-time & productivity of your Business Solution

Proactive approach : your Account Advocate team will provide guidance and advices to help pre-empt problems and assuring highest availability of your IT infrastructure

Integrated services : reducing the complexities of multi-product and multi-vendor IT environment with a fast

and direct access to the Global IBM knowledge pool

ETS covers all common IT infrastructure support, including IBM Server and Storage platforms, IBM Middleware and strategic OEM products, like Linux, Microsoft, and VMWare.

Highlights of the IBM ITS Enhanced Technical Support

ETS offers several new and enhanced support capabilities on top of the standard basic support offerings such as HW & SW Maintenance, SupportLine, and Passport Advantage, including:

Remote Account Advocate Team: team of assigned IBM specialist that will provide the client with guidance and advices aimed to prevent system downtime or performance degradation and that will inform him/her about new technologies, services or practice that could optimize the client's IT environment.

The Account Advocate Team will also act as a "situation manager" in case of customer's critical issues to speed up the solution and prevent client dissatisfaction.

Review calls: regular call to

provide to the client the latest service status, advices and recommendation base on the analysis of the data gathered by the "ETS tool kit", and follow-on plans for open issues.

Fast response time: call back within 30 minutes for critical problems on all the entitled HW & SW products.

Performance monitoring: reports & advices on iSeries and pSeries server's performance and capacity data, resource contention, resources approaching maximum capacity, hard disk/file system utilization, CPU, memory and DASD utilization.

CustomPac: delivery of customized package of program components to facilitate program installation, program upgrade and application of fixes on zSeries servers.

Customized preventive maintenance: the Account Advocate Team will provide on a monthly basis reports documenting the analysis of problems occurring on a worldwide basis in the iSeries, pSeries and z/OS area, when they may impact Customer's environment, and the information on the program fixes which potentially will avoid these critical problems.

Enhanced response time: priority

handling for HW & SW problems defined "critical" by the client.

On site support for critical SW problems: In the event of a software problem that cannot be analyzed remotely in an effective way, the Account Advocate team will involve an appropriate technical person to the Customer's site.

Availability Manager option: on site assignment of an Account Advocate team member, to provide proactive advices and service status via regular review meetings, building a closer working relationship with clients so that they can get most from their IBM support.

Vendor SW Support Coordination option: problems submission and coordination of vendor SW products not supported by IBM, versus the client's Service Providers.

GDPS option: assistance and maintenance for "Geographically Dispersed Parallel Sysplex" IBM solution

For more information on ETS and additional ITS services visit

www-304.ibm.com/jct03004c/
support/electronic/portal

Additional Support Services are optional services that are available to you for an additional fee. They can be customized to fit your individual needs. Additional support services, via the IBM Support Family of Services offerings, gives you direct access to IBM specialists who are able to handle all types of software support issues you may encounter.

Complete information about IBM's Support Family of Services for most countries can be found on the Internet at: **www.ibm.com/ services .**

IBM Operational Support Services — Account Advocate (not available in all countries)

This optional fee feature provides you with remote telephone or electronic access to an account advocate team which will assist you with coordination and escalation of reported problems for products you have covered by Support Line. Account Advocate support extends to distributed middleware products supported on the operating systems covered by Account Advocate and covered by IBM Software Maintenance. This feature is available during prime shift only. Contact your IBM representative for additional information.

IBM Operational Support Services — Consult Line (not available in all countries)

IBM Consult Line provides you with the ability to schedule telephone consultation with IBM technical specialists on the topic of your choice. Such topics could include application design, software configuration, database recovery and repair, and performance tuning. Consult Line leverages your own technical skills and increases your productivity by providing fast access to IBM's technical specialists. IBM will assemble a group of specialists from various sources as required to meet the specific needs of your consultation.

Examples of common Consult Line activities include:

- Database and catalog recovery
- Analyzing documentation for a non-IBM caused problem
- Performing steps of an installation
- Reviewing user code to isolate or fix the cause of a problem not suspected to be an IBM defect
- Diagnosing or reviewing user exit code
- Writing samples at the customer request
- Reviewing performance data or performing in-depth performance analysis or tuning

- Installing maintenance

Consult Line engagements can be customized and will be arranged by mutual agreement between you and IBM based on availability of resources to deliver on the agreement in the time frame you require.

Performance Management Services (not available in all countries)

Performance Management services provide you with a set of performance analysis reports, including periodic charts and graphs identifying your system's performance and capacity trends. Highlights include:

- Automated performance data collection for the time period you define, for the calendar period you select
- Easy-to-understand, detailed colour reports and graphs depicting performance and capacity trends
- Recommendations featuring ways to improve your system's performance and efficiency

Performance Management services make it easier to understand and plan your performance and capacity needs, saving you time in gathering and collating pertinent trend data.

SmoothStart

SmoothStart provides you with on-site expertise to plan, install, and customize a variety of hardware and software products.

Highlights include:

- Evaluation and recommendation
- Planning and Project Management
- Pre-installation Customer Preparation
- Pre-installation System Customization
- System and/or Software Installation
- Post-installation System Customization
- Customer Document Deliverables
- Software/Machine and Machine readable materials delivered

SmoothStart helps increase your productivity by ensuring your system and software are installed and functional quickly.

ALERT (not available in all countries)

The Alert service offering proactively provides you with notification of and information about the most critical and potentially harmful program problems. By using the information provided by Alert, you can save time and avoid lost resources due to system outages.

Depending on the platform, Alert provides the information by mail, by fax or electronically using the Internet, IBMLink or iSeries Electronic Customer Support (ECS). Alert is a very effective resource for customers who want to take an aggressive, proactive approach to preventing known problems and ensuring system stability.

Platform-Specific Services

In addition to these core services, additional services that are unique to IBM countries, platforms, or products are also available. More information about IBM's Support Family of Services can be found on our Internet site at: www.ibm.com/services

Before Contacting Software Support

In order to understand and resolve your software support service request in the most expedient way possible it is important that you take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the software specialist. The following steps are an example of what is required:

Define the Problem:
Being able to articulate the problem and symptoms before contacting software support will expedite the problem solving process. It is very important that you are as specific as possible in explaining a problem or question to our software specialists. Our specialists want to be sure that they provide you with exactly the right solution so, the better they understand your specific problem scenario, the better they are able to resolve it. To assist you with problem identification, refer to the Problem Resolution Worksheet (Appendix A).

Gather Background Information:
To effectively and efficiently solve a problem, the software specialist needs to have all of the relevant information about the problem. Being able to answer the following questions will help us in our efforts in resolving your software problem:

• What levels of software were you running when the problem occurred? Please include all relevant products, ie: operating system as well as related products.
• Has the problem happened before, or is this an isolated problem?
• What steps led to the failure?
• Can the problem be recreated? If so, what steps are required?
• Have any changes been made to the system? (hardware, netware or software)
• Were any messages or other diagnostic information produced? If yes, what were they?
• It is often helpful to have a printout of the message number(s) of any messages received when you place the call for support.
• Define your technical question in specific terms and provide the version and release level of the product(s) in question.

Gather Relevant Diagnostic Information (if possible):
It is often necessary that our software support specialists analyze specific diagnostic information, such as storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. If you are unsure about what documentation is required, you can always contact software support for assistance in gathering the needed diagnostic information.

Determine the Business Impact:
You need to assign a severity level to the problem when you report it, so you need to understand the business impact of the problem you are reporting. A description of the severity levels is in the following table.

Severity Level	Severity Definition
Severity 1	Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.
Severity 2	Significant impact: A software component is severely restricted in its use, causing significant business impact. This indicates the program is usable but is severely limited
Severity 3	Moderate impact; A noncritical software component is malfunctioning, causing moderate business impact. This indicates the program is usable with less significant features
Severity 4	Minimal impact; A noncritical software component is malfunctioning, causing minimal impact, or a nontechnical request is made

The following chart will help to further clarify the severity level definitions.

Severity Level	Further Definitions	Examples
Severity 1	- Critical situation/System Down - Business critical software component is inoperable - as a rule applies to production environment - Critical interface has failed	- All users of Tivoli Problem Management are unable to register a call - The Lotus Notes mail server is down and affecting all users.
Severity 2	Severe Impact: A software component is severely restricted in its use, causing significant business impact	- All users of Tivoli Problem Management receive a database manager error while attempting to view open problems
Severity 3	Moderate impact: A non-critical software component is malfunctioning, causing moderate business impact	-A client cannot connect to a server
Severity 4	Minimal impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	-Documentation is incorrect. -Additional documentation requested

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- you are under business deadline pressure
- your availability (i.e. when you will be able to work with IBM Software Support)
- you can be reached at more than one phone number
- you can designate a knowledgeable alternate contact with whom we can speak
- you have other open problems (PMRs/Incidents) with IBM regarding this service request
- you are participating in an early support program
- you have researched this situation prior to calling IBM and have detailed information or documentation to provide for the problem.

Reporting a Software Problem:
IBM does not warrant that our products are defect free, however we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you assistance and guidance, however we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the

fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are unwilling to do the work, you can engage a services providers such as IBM Global Services (IGS) or a business partner to assist you, for an additional fee. If you are involved in a services engagement in which IGS or a Business Partner is designing and implementing an application for you, you should insist the statement of work be very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

Accessing Software Support

When calling or submitting a problem to IBM Software Support about a particular service request, please have the following information ready:

- IBM Customer Number
- Product serial number or support access number, if available
- Machine type/model/serial number (SW Maintenance)
- Company name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number where you can be reached if request is voice
- Related product and version information
- Related operating system and database information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs

INTERNET ACCESS

Through the electronic problem submission Web site(s), you may post support questions electronically to the same support specialists who staff IBM's telephone support lines. Prior to submitting a problem via the Internet you will need the same information as if you were placing a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time.

If you are submitting a severity one problem and it is outside of normal business hours in your country you should open your problem by voice or

follow-up your web submission with a call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call will be handled in the appropriate time frame.

Software Maintenance Offering:

PMR submission is available with the Software Maintenance offering. Access to the new tool is available through the IBM Software Support Web site which is at url:
http://www.ibm.com/software/support.
Click in the box that has Contact Support. You must be a registered user/authorized caller to use this tool. Please work with your Site Technical Contact to be authorized for this service capability.

Note: This service is not available in countries that require DBCS at this time.

Support Line Offering:

If you have a current IBM **ServiceLink** userid and password you will still be able to submit

problems to IBM through your normal processes on the IBM support Web page at: http://www.ibm.com/support. At

this time, you will not be able to submit Lotus product or Informix product support problems via your ServiceLink userid.

Please note: IBM is not responsible for delays caused by networking problems encountered when reporting problems electronically. Customers are also responsible for acquiring their own Internet service provider should they wish to use either of the Internet submission capabilities listed above.
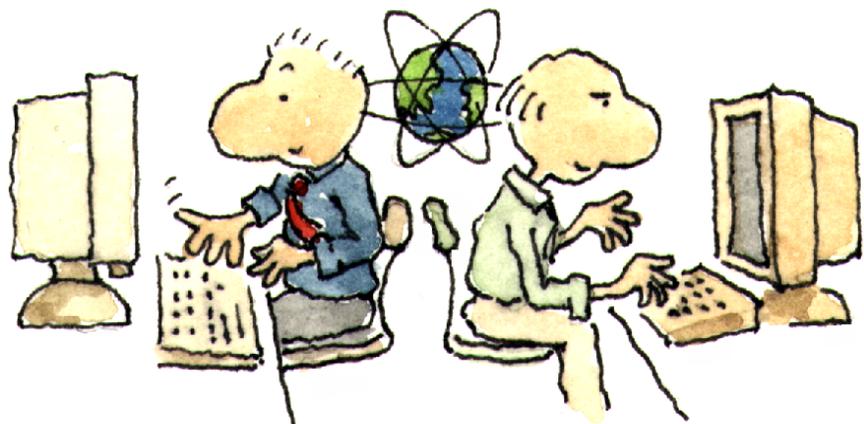
VOICE ACCESS

IBM Voice Support is available for most zSeries platform software products and to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling. Please refer to "Appendix B: Contact Information" at the back of this guide for specific country phone numbers.

RESPONSE OBJECTIVES

Prime Shift Support:
When you call software support to report a problem, or update/gain status on a problem, your request will be routed to a technical specialist. For support contract holders on the non-zSeries platforms, IBM's goal is to return your call within 2 business hours during prime shift, and within 2 hours during off-shift hours for critical problems.

Please note: IBM will use commercially reasonable efforts to respond, to service calls from your authorized callers within two hours during normal country business hours. Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request.

zSeries response objectives:
For problems reported against MLC (i.e., System/390 or zSeries) software

products, IBM's response objectives continue to be based upon the severity of the request. The following table describes these objectives:

zSeries Platform Response Objectives

Severity	Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within four business hours
3	Some business impact	By the end of next business day
4	Minimal business impact	By the end of next business day

Response criteria may vary from country to country

Our goal is to respond to critical, Severity 1 System/390 problems reported off shift within 2 hours. You are expected to have an appropriately skilled person available at all times to work continuously with the IBM support team whenever they are working on Severity 1 problems you have reported. All other severity System/390 problems reported off-shift will be queued for response during normal business hours.

Off-Shift Support:
During Off shift hours we will use commercially reasonable efforts to respond, by telephone, within two hours to service calls which you specify to be Customer Critical problems (severity 1). Normal country business hours are defined by the prevailing business hours within your country, e.g.: 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Off-shift hours are defined as all other hours outside of normal country business hours. Off-shift support will be provided in English however, we will try to accommodate

local language where possible. A technical contact from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours.   My personal recommendation is that you use voice rather than Internet offshift to ensure prompt handling.

How your call is handled by IBM Software Support

You may submit your request for assistance by using Web problem submission tool(s) or by contacting IBM directly by telephone (See Appendix B for country phone numbers). These requests are logged into the IBM problem management system.

Once logged, a unique problem management record (PMR) or Incident/Support Case is created. Please make note of this PMR number, Incident number, or Support Case number and use it in any future communication on this issue with the support center. Your PMR, Incident, or Support Case is routed to a resolution team for handling. You may be transferred directly to the resolution team or your issue will be placed in a queue for call back. In either case, the next person you speak with will be a specialist in the appropriate resolution team.

At the resolution team level your call is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, IBM may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Submitting problem information to IBM

Our software support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. Note: Once your documentation is completely received, IBM will treat it similar to the way we treat IBM Confidential information. We will use it only for the purposes for which it was provided; we will not disclose it to other parties; and we will delete or destroy it when it is no longer required.

To accomplish this, you may be offered several options by the IBM support specialist:

* Mail the requested problem information or test cases to the address provided.
* If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM electronically via IBM Link (part of fee services available in most countries), via the Internet using FTP, or through other, country-specific, electronic means. When contemplating electronic submission, data transfer rates and information security become important considerations. For very large (normally S/390) documents, there is a compression utility, TRSMAIN, available from the S/390 Software Service Web site at: **http://service.software.ibm.com/390.s/support?lang=english** The IBM support specialist working with you can help you set up the transfer.
* Review the problem information or test cases on-line by setting up a remote session. This capability may be tailored to the capabilities of your country or your platform. Sometimes the capability is provided via a services offering such as RSVSF and NetOp, which, in turn, may be included as part of other IBM service offerings. For more information, call the Support Family Information Center, Service Offering Inquiry number, or Services number for your country. See "Appendix B: Contact Information" for contact numbers.

During this investigation process, the Resolution Team determines if your defect issue falls into one of three categories as described below:

1. A known defect-related issue: If the Resolution Team determines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:

   * A fix or workaround is provided to circumvent or correct the issue
   * If no workaround is available and it is determined one is required, the Resolution Team will work with you to find the best feasible workaround
   * The Resolution Team advises you when the defect (APAR) or (SPR) is closed, assists in fix implementation and updates your problem record.

2. A new defect: If the Resolution Team determines that the issue is the result of an IBM software defect that has not been reported before, we will work with you to create an Authorized Program Analysis Report (APAR) or Software Problem Report (SPR) to track the resolution of the defect. These APAR's and SPR's are routed to the appropriate development teams.

The development teams analyze the APAR or SPR to determine how the defect will be addressed. One of a number of fix schedules may result:

- The defect is determined to be of high impact, a code fix is created and delivered to the customer
- The defect is determined to be of lower impact which does not require an immediate, perma nent fix, we may defer the fix for a future release. APARs will reflect deferred fixes with a closing code of "FIN "(Fixed If there is a Next release) to designate plans for inclusion in a future release.
- For impacting problems, once an APAR or SPR is created the appropriate development team(s) become engaged and will work to resolve the situation.

See "How a Code Defect is Handled by Support, IBM Products" later on this page for additional detail about this category.

3. A problem that is not defect-related: If the Resolution Team determines that the issue is not a software defect in supported IBM code, we will continue to work the problem to resolution only at the request and agreement of the customer under a separate services agreement.

Once you have received a program fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that the PMR/Incident/Support Case may be placed in a resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while IBM support personnel continue to work on the problem. The PMR/Incident/Support Case will not be closed until the problem has been resolved to your satisfaction.

How a Code Defect is Handled by Support
IBM Products:
If IBM determines that a software defect has been identified an Authorized Program Analysis   Report (APAR) will be created which describes the problem in detail, along with any necessary diagnostic documentation that you may be asked to provide. Because of the complexities of the environments supported, APARs will often take several weeks, possibly months, to debug and to write, test, package and distribute a fix For high impact problems, IBM Software Support will make every effort to develop a bypass or workaround that you can use until the APAR has been resolved and a Program Temporary Fix (PTF) has been created. Code fixes for IBM products may be distributed via software subscriptions, service packages or in a future release of the product. In such cases when the fix is delivered on physical media, a minimal shipping and media charge may apply.

Lotus Products:
If Lotus determines that a customer's request for service is a result of a software defect that has not been previously reported, then Lotus Support will request diagnostic information in order to create a Software Problem Report (SPR) to track the resolution of the defect. For low impact problems where the customer does not need an immediate, permanent fix, Lotus Support may defer the fix for a future release. For high impact problems, once a SPR is created, Lotus Support will make every effort to develop a workaround that the customer can use until the problem has been resolved. The appropriate development team(s) may also be engaged and will work to resolve the problem. Because of the complexities of the environments supported, SPR's will often take several weeks, possibly months, to debug and to write, test, package and distribute the fix.

How Technical Questions (How-to/Install) are handled by Support
Technical question support allows you to obtain assistance from IBM for product specific,   task-oriented questions regarding the installation and operation of currently supported IBM   software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you in the following areas:

- Short duration problems involving
  - installation
  - usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions

- Technical references to publications, ie. redbooks, manuals, etc.
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM database searches

Software Maintenance or Support Line are not structured to address questions on performance, consulting or extensive configuration questions. Additional telephone and on-site support services are available to meet these needs (see page 11). For further information about these services please contact your IBM Representative who can help direct you to the person(s) who can discuss your needs.

What Can You Do If You Are Not Satisfied With The Support That You Have Received?

Escalation Procedures

We believe IBM Support is "Best of Breed." If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by asking to speak with a Duty Manager or by calling your customer service executive or branch office field manager. Escalations to an IBM manager will receive prompt attention and management focus. The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.

Reopening A PMR/Incident/Support Case

If the recommendations that we provide you to resolve your problem fail to satisfy the requirements you may reopen the PMR/Incident/Support Case by calling your local support center and referencing the original PMR/Incident or Support Case number. (note: For IBM PMRs/Incidents this must be done within 31 days of original closing date).

Submitting Software Requirements

The most effective vehicle available to provide IBM software development your software requirements is to attend one of IBM's technical conferences. One of the primary objectives of user groups such as GUIDE, SHARE, COMMON, or the TECHNICAL INTERCHANGE is to collect user requirements for future releases of our software products. Technical conferences provide an excellent opportunity for you to discuss requirements directly with our development teams.

If you do not have the opportunity to attend user group meetings or would simply prefer not to wait until the next meeting, IBM support personnel can help. Your local sales team can input your requirements into our requirements database. From there, they go directly to our software development teams who are responsible for evaluating the requirements and prioritizing those accepted for inclusion into future product releases.

Preventing Problems

Regardless of what type of system you are running, from the largest mainframe to the smallest laptop, you want your system to be available when you need it to get your work done. The data should also be secure from loss or contamination, ensuring confidence in the accuracy of the results. IBM recommends the installation of Preventive Service Packages to proactively avoid impacting problems caused by software defects already known and corrected by IBM.

Preventive Service Packages are updated frequently. If you have a stable environment in which you infrequently encounter problems, you need not install every package; however, we recommend periodic installation based on your particular operating environment. Before making major changes such as adding new hardware or software or even major applications, you should consider installing the most recent Preventive Service Packages.

The delivery mechanism and media varies by operating system platform (see the table on the following page.)
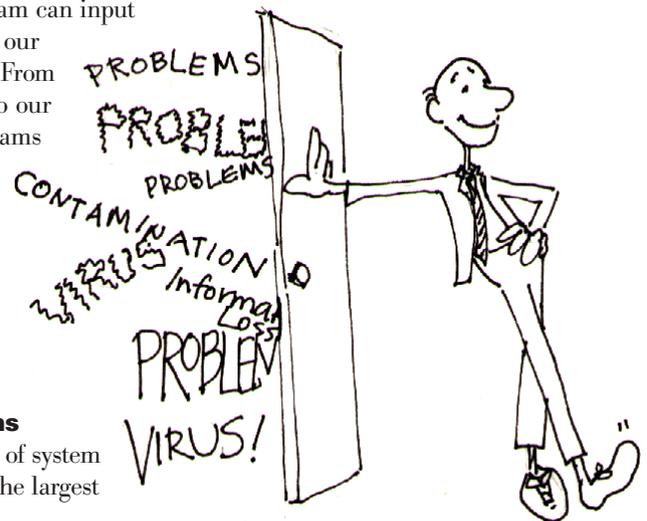
Operating System /Platform	Preventive Service Package	Method	Packaging	Frequency
OS/2, DOS, Windows*…	Fix Pack	Customer downloads from BBS or WWW	1 FixPack per product	Semi-Annually
pSeries,spSeries, HP/UX*,Solaris*…	Maintenance Level and Recommended Maintenance Packages	Customer orders via WWW .	Accumulation of fixes, new device support and programming enhancements	Approx. Semi-Annually
iSeries	CUM CD-ROM Group PTFs, Service Packs, HIPER PTFs	Customer orders by ECS, fax, mail, phone or Internet	CD-ROM of recommended service	3 - 8 per year Depending on age of the release
OS/390, z/OS	ESO	Subscription, orders by phone, ServiceLink, SUF ShopzSeries	Tape of all service, or selected service, including IBM recommendations (RSU SOURCEIDs) and service information (Enhanced HOLDDATA). Installed using SMP/E	Available daily (orders by phone) or bimonthly (subscription recommended quarterly)
OS/390, z/OS	CBPDO	Subscription orders by phone or ServiceLink, ShopzSeries	All service for one SREL (MVS, CICS, IMS, or NCP) for a customer number since the last order, with IBM recommendations (RSU) and service information (Enhanced HOLDDATA). Installed using SMP/E.	Available daily (orders by phone or bimonthly (subscription) recommended quarterly
	ShopzSeries	Customers use ShopzSeries application to order	All uninstalled PTFs applicable to the customer's selected SMP zone with IBM recommendations (RSU) and service information (Enhanced HOLDDATA). Delivered electronically or (if too large for electronic delivery) via tape. Installed using SMP/E.	Daily, recommended weekly
	Enhanced HOLDDATA	Download from Web site or from ESO or CBPDO tape	Service data for entire platform that can be processed by SMP/E to create a report about outstanding problems on a given system	Daily recommended weekley
VSE	FSU Tape	Customer orders by phone or SUF and installs via FSU process	complete system with all PTFs applied	1-2 per year

Not all options are available in all geographies

IBM also maintains a list of fixes for High Impact APARs that should be conscientiously installed between Preventive Service Package installations, depending on the applicability to your environment. These APARs are categorized as "HIPER" which means the problems they describe and fix are in one or more of the following categories:

- Problems that cause the destruction and/or contamination of customer data
- Problems that cause the customer to re-IPL, reboot, recycle, or restart one or more systems or subsystems
- Problems that cause a major loss of function
- Problems that cause severe impact to system performance or throughput.

Lists of fixes for these HIPER APARs are available from IBM Software Support in Preventive Service Planning (PSP) information "buckets" or in Tivoli Release Notes. In addition, for the OS/390 platform, this information is available via the recently announced "OS/390 Enhanced HOLDDATA". See http://service.boulder.ibm.com/390holddata.html for details. IBM also offers services to notify you of these High Impact APARs as soon as a bypass or fix is available (see ALERT on page 12), or Local support services may also be available to help you select preventive service or a preventive service strategy to meet your specific needs.

For the OS/390 parallel sysplex environment, IBM has maintenance recommendations at www.s390.ibm.com/marketing/psos390maint.html. Preventive service takes a little time to do well, but the returns to, system stability and data integrity, make it worthwhile.

Preventive Service Packages are not available for IBM Informix products. Informix users with valid maintenance agreements may request at any time product updates from an Informix support center. Release Notes, which are linked from http://www.ibm.com/software/data/informix/support, contain detailed information about the defects fixed in each release.

APPENDIX A: PROBLEM IDENTIFICATION WORKSHEET
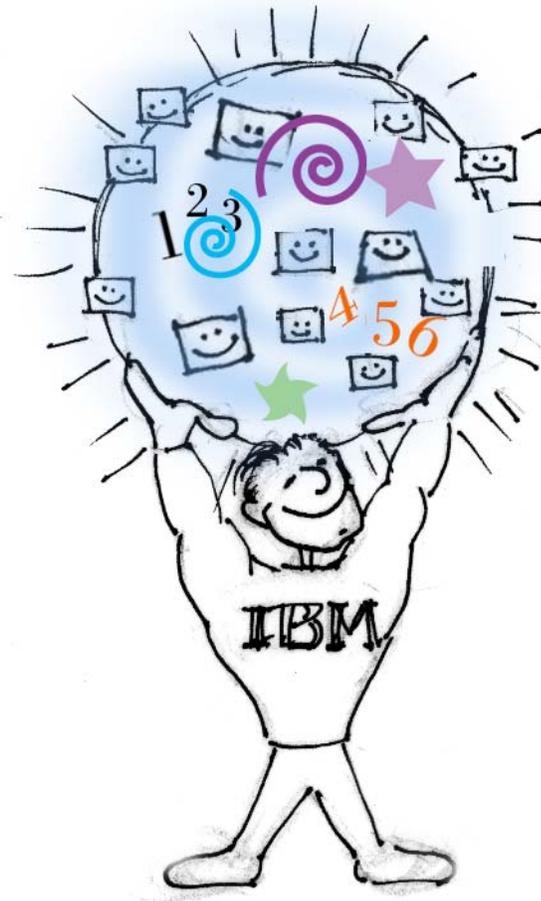
Complete this form before calling Technical Support

This form helps you identify problems and assists IBM Technical Support in finding solutions.

System Information
What is the failing product? ————————————————————————
What is the version and release number? ————————————————
What machine model, operating system, and version are running? ————————

Problem Description
What are the expected results? ————————————————————————
What statement or command is being used? ——————————————
What are the exact symptoms and syntax? ————————————————

What is or isn't happening, including exact error number and message text? ————

Is anyone else experiencing the problem? ——————————————————
Is this the first time this operation has been attempted? ——————————
Is this the first time this problem has occurred? ————————————————

Environment
When did this activity work last?
What has changed since the activity last worked?

   __ Hardware type/model __ Application
   __ Operating system/version __ Level of usage
   __ New product version/release __ Maintenance applied

If the problem does not occur every time, under what conditions does the problem not occur?

Is there any other software running on the system which may be conflicting with this product?

Problem Isolation
Identify the specific feature of the software causing the problem. ————————

Can the problem be reproduced? If so, please provide a reproducible test case or instructions on how to reproduce the error condition ——————————————————————————————————

Appendix B: Passport Advantage Site Technical Contact

Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Software Maintenance offering at that site. More information about the PA Site Enrollment Form can be found on the PA Web site at: **http://www.ibm.com/software/passportadvantage.** This person will be responsible for:

- allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- keeping all access and caller information current
- overall compliance for the software products within their site

The STC will be authorized to:

- add/maintain the Caller List on the Electronic Incident Submission (EIS) Web site
- The STC is the only authorized caller to edit the Caller List for a site; Please note that the callers you enable for support should be technically capable of working problems with the products associated on their contract
- change the status of the technical caller, which will limit the caller's access to remote support.

There are 3 levels of technical caller status:

- **Active** - user can submit new Incidents/PMR's, as well as view/update existing problems
- **Inactive** - user is in view-only mode - and cannot create or update problem records/incidents
- **Terminated** - user is not authorized to access support at all

Once registered and authorized on this site, a caller is able to:

- submit incidents/PMR's through the EIS Web site.
- access registered electronic support provided in the support web site at: www.ibm.com/software/support

The following information will be provided in the support welcome letter that will be sent to the STC along with their Passport Advantage customer number which is your unique identifier when working with either voice or electronic problem submission.

Site Technical Contact Registration Activity:
In order to access our technical support Web site, you will be required to register with a current email address, IBM customer number, and name. You will be prompted to select your user name and password which will entitle you to access the site 24 hours a day, 7 days a week. Once registered, you will be able to enter any number of IS personnel to your authorized contact list. To simplify the management of your contact list, you will be able to set each authorized person to a status of "Active", "Inactive", or "Terminated". Please take the time to ensure that all of the authorized IS personnel within your site are added to this list. This will enable them to contact IBM on your behalf. Once you have added your IS personnel to your authorized contact list, each authorized contact must go to the website and register prior to using the electronic problem submission.

Please ensure that all authorized contacts have the information contained within the Support Welcome letter, links to this IBM Software Support Guide and URLs, and any other support notices you may receive during the period of your Software Maintenance coverage**.**

STC Process for Adding Authorized Callers:

The Primary Site Technical Contact (PSTC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on IBM's Software Support Web site that includes web-based access to personalized features such as My Support, entitled content, and Electronic Service Request (ESR), you must first register with IBM by going to www.ibm.com/software/support and selecting "Register" that is 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.

Electronic Service Request (ESR) is IBM's electronic problem submission tool that you can use to create Problem Management Records (PMRs) to report and manage issues you are having while installing or using IBM software. To access ESR, all users must 1) be registered with IBM and 2) be on your company's ESR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The information below applies to ESR.

The PSTC will be added as an Authorized Caller by IBM. The PSTC will then add Authorized Callers to ESR. After the PSTC is added, they will receive an e-mail Welcome Letter that is specifically designed for their access to ESR. The PSTC is to follow the instructions in the e-mail Welcome Letter. It is important that the PSTC use the link embedded in the e-mail and follows the instructions contained in the e-mail to ensure that their Authorized Caller record is set up correctly.

After the PSTC has used the URL in the e-mail Welcome Letter to access ESR the first time, they can then access ESR directly from the IBM Software Support Web site at www.ibm.com/software/support, by clicking on the "Submit/track problems" tab, then click on "ESR" and use their IBM ID and password to log in.

The PSTC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access ESR. SSTCs can add Authorized Callers and submit and create PMRs. Authorized Callers can submit and create PMRs. To add Authorized Callers, users must have first registered with IBM and give the PSTC or SSTC their IBM ID. The PSTC then logs into ESR, selects "Site technical contact administration" from the left side of the page and then selects "Add caller", which is also located on the left side of the page. After a user has been added as an SSTC or Authorized Caller in ESR, a welcome e-mail will be sent to the new user with instructions on how to access ESR. The new user can then electronically submit and track PMRs using ESR.

Users can also electronically request access to ESR by using the ESR Caller Self-Nomination form, which can be accessed by logging into ESR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log into ESR, select "My profile for Electronic Service Request" from the left side of the page, and then select "Request additional contracts" from the upper right side of the page. Complete and submit the form.

Each time a user requests access to ESR using the ESR Caller Self-Nomination form, the PSTC will receive an e-mail notifying them of the request. The PSTC or SSTC can approve or deny the request by logging into ESR, selecting "Site technical contact administration" from the left side of the page and selecting "Manage nominations", which is also located on the left side of the page. If the user is approved, an e-mail will be sent to the new user containing instructions on how to access ESR.

To access additional information on ESR:

-    go to our Support Web site at http://www.ibm.com/software/support/, click the "Assistance" tab and then click "ESR Help"

-    log into ESR then click "Help" or "ESR Help" located on the left side of the page

You can also access ESR Help directly at www.ibm.com/software/support/help.html.

Note: Adding and updating the Authorized Caller information in ESR applies only to ESR. You must update Passport Advantage Online (www.ibm.com/software/passportadvantage and choose the Passport Advantage Online tab and then "Customer sign in") for any changes to your Passport Advantage program contacts, including the Site Technical Contact, to apply there.

The intent of software support is to provide our Customers with the quality software service and services they need. This means consistently meeting your expectations by providing:

• Rapid response to your requests
• Fast relief to high impact problems
• Timely problem resolution
• High quality fixes and information
• Up-to-date service and installation information.

More than just a service provider, we would like to be your advocate with our support structure. Therefore, besides the basic support numbers, the US section of the IBM Software Support Guide also provides you the numbers to reach a duty manager, the numbers for service site hotlines, and the numbers for service site managers. You are a valued customer. If, for any reason, we are not meeting your expectations, please call us.

Jim   Sellinger

Vice President Technical Sales Support

CANADA:

Platform	Mail Address:	Facsimile	Inernet Email:
Personal Systems	IBM Canada Ltd.PS Program Services 3600 Steeles Avenue East C3/471/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. PS Program Services 905-316-2692	pcswfix@ca.ibm.com Subject PS Program Services INFORMIX Phone: 800-274-8184 Fax: 913-599-8590 tsmail@us.ibm.com
pSeries	IBM Canada Ltd. RS/6000 Customer Assist Centre 3600 Steeles Avenue East C3/N89/3600/MKM Markham, Ontario L3R9Z7	IBM Canada Ltd. RS/6000 Customer Assist Centre pSeries Program Services 905-316-2692	aixsupt@ca.ibm.com Subject: pSeries Program Services
iSeries	IBM Canada Ltd. iSeries Support Group 3600 Steeles Avenue East C3/505/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. iSeries Support Group iSeries Program Services 905-316-2692	n/a
Networking	IBM Canada Ltd. Networking Program Services 3600 Steeles Avenue East E3/402/3600/MKM Markham, Ontario L3R 9Z7	IBM Canada Ltd. Networking Program Services 905-316-2535	n/a

Other Support	Phone numbers (voice)
S/390, Tivoli, Support Line, Passport Advantage (24 hours)	800-IBM-SERV 506-646-4000
Informix Support	Prime Shift: 800-274-8184 Off-Shift sev1's: 1-888-876-9797
IBM U2 Support	800-729-3553
IBM Ascential Support	866-463-6669
Support for Universal Access Programs	888-SUPPORT
Hardware Service (24 hours)	800-IBM-SERV
When you're not sure where to go with your Question	800-IBM-4YOU
Duty Manager	800-IBM-SERV
Support Family Information Center	888-426-4343 Option 3

CONTACT INFORMATION

Platform	Mail Address:	Facsimile	Inernet Email:
Personal Systems	IBM Corporation Solutions Managemnt Center Zip 30-01-0A 13800 Diplomat Drive Dallas, Texas 75234	800-426-8602	SSMC@us.ibm.com Subject: PS Program Services
pSeries (RS/6000)	IBM Corporation Attn: pSeries Program Services 13800 Diplomat Drive Internal ZIP: 30-01-1CE Dallas, Texas 75234	512-823-7634	http://techsupport.services.ibm.com/server/pserv
iSeries	IBM Corporation Highway 2 North Department LYJ Rochester, MN 55901	800-288-9584	via ECS
S/390 & Support Line (24 hours) Software Maintenance (all series) Passport Advantage		800-IBM-SERV (770-955-6016) (voice)	**see email address for** the particular platform
Retail Store Solutions		800-IBM-SERV	(8:00 AM - 5:00 PM Eastern)
Tivoli Support		800-IBM-SERV	
Informix Support		Prime Shift: 800-274-8184 AT&T Direct code: 000 410 Off Shift sev1's: 1-888-876-9797 Fax: 913-599-8590	email: tsmail@us.ibm.com
IBM U2 Support		800-729-3553 Fax: 303-294-4832 1099 18th Street, Suite 2500 Denver, CO. 80202	U2Support@informix.com
IBM Ascential Support		**866-463-6669**	
Support for Universal Access Programs		888-SUPPORT	
Hardware Service (24 hours)		800-IBM-SERV	
When you're not sure where to go with your question		800-IBM-4YOU	
Duty Manager		800-IBM-SERV	
Support Family Information Center		888-426-4343 (option 3)	

If things don't go right...

If **things don't go right,** you can always get help by calling the duty manager.

However, here are some additional numbers should IBM's software support fail to meet your expectations:

Product	Hotline	Location Manager	Location Manager Phone
AIX Support Line & SW Maintenance	800-IBM-SERV (ask for pSeries Duty Mgr)	Wayne Reed	214-257-9301
Ascential	866-463-6669	Gene Faessler	508-599-7164
Bookmanager	800-759-8888 pin 1462151*	Don Hyatt	919-254-6485
Business Intelligence	800-283-6103	Suzanne Weaver	408-463-2169
CATIA	n/a	Richard Rizzo	845-433-4322
CICS	888-986-4866*	Jim Radford	919-254-7156
CommServer for AIX	888-986-4866*	Chad Krogh	919-543-2759
CommServer for OS2	888-986-4866*	Chad Krogh	919-543-2759
CommServer for Windows	888-986-4866*	Chad Krogh	919-543-2759
Content Management	800-283-6103	Susan Lee	408-463-3778
CSP	800-946-4646 pin 1437434*	Don Ingerslew	919-254-1651
DataMgmt Tools	800-283-6103	John Bowen	408-463-5657
DB2/S390	800-283-6103	Stan Wong	408-463-2830
DB2 UDB	1-800-IBM-SERV	Marc Bradley	905-413-4316
DFSMS-OS/390	520-799-5200	Suzanne Chesney	520-799-5255
DFSMSdss	520-799-5200	Suzanne Chesney	520-799-5255
DFSMShsm	520-799-5200	Suzanne Chesney	520-799-5255
DFSMSoam	520-799-5200	Suzanne Chesney	520-799-5255
DFSMSrmm	520-799-5200	Suzanne Chesney	520-799-5255
DFSMSsdm	520-799-5200	Suzanne Chesney	520-799-5255
DFSORT	520-799-5200	Suzanne Chesney	520-799-5255
DirectTalk/Websphere Voice Response	n/a	Kirk Smith	919-543-4422

If things don't go right...

Product	Hotline	Location Manager	Location Manager Phone
EOCF	800-237-5511 ask for Duty Mgr	George Leier	845-433-4719
EP	888-986-4866*	Hobie Love III	919-254-5130
GDDM	888-986-4866*	Jim Radford	919-254-7156
Host Access Transformation Services	888-986-4866*	Chad Krogh	919-254-2759
Host On-Demand	888-896-4866*	Matthew Kolinski	919-254-4019
Host Publisher	888-896-4866*	Chad Krogh	919-254-2759
IMS	800-283-6103	Mary Anne Morgan	408-463-3125
Information Management	n/a	Michael Bacon	919-224-1615
Informix	888-876-9797	Albert Martin	913-599-7164
Java for z/OS	845-435-4200	Mark Van Demark	845-435-1735
JES	845-435-4200	Mark Van Demark	845-435-1735
LANDP	888-986-4866*	Jim Radford	919-254-7156
LANManager	n/a	Rick Zevin	512-838-0290
Lotus	1-800-921-1133	Ben Pontrello	1-512-823-4510
MQSeries	888-986-4866*	Jim Radford	919-254-7156
MQSI	888-986-4866*	Jim Radford	919-254-7156
MQWF	888-986-4866*	Jim Radford	919-254-7156
MVS-BCP	845-435-4200	Mark Van Demark	845-435-1735
NCP	888-986-4866*	Hobie Love III	919-254-5130
Net.Commerce / Websphere.Commerce	416-375-6154*	Shawn O'Quinn	905-413-5777
NetfinityServer	888-986-4866*	Cecilia Holden	919-224-1221

If things don't go right...

Product	Hotline	Location Manager	Location Manager Phone
NetviewDM	888-986-4866*	Cecilia Holden	919-224-1221
NetworkingSupportLine	n/a	Gary Bush	919-461-3082
NetworkStation	n/a	John Thomas	507-253-5885
OPC	888-986-4866*	Mark Stowers	919-224-1549
OS/2	512-750-0641	Rick Zevin	512-838-0290
OS/400 & Associated Prods Suppt. Line and SW Maint.	800-237-5511 ask for iSeries Duty mgr	Jim Rubish	507-286-6980
OSI	888-986-4866*	Jim Radford	919-254-7156
Personal Communications	888-986-4866*	Matthew Kolinski	919-254-4019
PrintingSystems	303-939-2023	Bob Moss	303-939-2040
RACF	845-435-4200	Mark Van Demark	845-435-1735
S/36 Support	800-237-5511 ask for iSeries Duty Mgr	Jim Rubish	507-286-6980
S/390 SupportLine	n/a	George Bullard	469-549-8190
Screen Customizer	888-986-4866*	Matthew Kolinski	919-254-4019
SDSF	845-435-4200	Mark Van Demark	845-435-1735
SSP	888-986-4866*	Hobie Love III	919-254-5130
TCP/IPHost	888-986-4866*	Vernon Wilson	919-254-6794
TivoliSystemsMgmt	888-986-4866*	Bill Foster	919-254-9884
TPF	800-237-5511 ask for Duty Mgr	George Leier	845-433-4719
TPF/DF	800-237-5511 ask for Duty Mgr	George Leier	845-433-4719
TPF Op Server	800-237-5511 ask for Duty Mgr	George Leier	845-433-4719
TSM/ADSM (San Jose)	408-256-7621	Alysa Freitas	408-256-6590

If things don't go right...

Product	Hotline	Location Manager	Location Manager Phone
TSM/ADSM (Tucson)	520-799-5201	Mike Bankemper	520-799-2928
U2	800-729-3553	Simon Caddick	303-773-7743
VisualAgeC++	416-330-9664*	Rene Matteau	905-413-3456
VisualAge Smalltalk	800-759-8888 pin 1462151*	Ginny Ghezzo	919-838-3276
VisualualAge Generator	800-759-8888 pin 1462151*	Deb McKinney	919-254-4618
VM	607-752-1064	Daniel Griffith	607-752-6172
VSE	845-471-0136	Gerhard Zierl	011-49-7031-16-4117
VTAM	888-986-4866*	Vernon Wilson	919-254-6794
WebSphere Application Server z/OS Platform	800-IBM-SERV ask for Duty Mgr	Rozalind Palmer	919-543-4682
WebSphere Application Server Distributed	800-IBM-SERV ask for Duty Mgr	Nancy Antley	919-254-5239
WebSphere Commerce/ Payments	416-375-6154*	Shawn O'Quinn	905-413-3639
WebSphere Host Access Transformation Services	888-986-4866*	Nancy Knuckles	919-543-7693
WebSphere Host On-Demand	888-986-4866*	Nancy Knuckles	919-543-7693
WebSphere Host Publisher	888-986-4866*	Nancy Knuckles	919-543-7693
WSAD	781-443-3674	Carolyn Romeo	905-413-5852
z/OS-BCP	845-435-4200	Mark Van Demark	845-435-1735

CARIBBEAN:

Location	Mail Address	Hardware & Software Support	Facsimile & Internet email
Anguilla		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus phone:978-988-2555 Informix Support: Prime Shift: 800-550-8184 AT& T Direct code: 1 800 872 2881 Off-shift sev1's: 888-876-9797	
Antigua		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (Note 1) Off-shift sev1's: 888-876-9797 email: latin-support@informix.com	
Aruba	IBM WTC Anasastraat 8	IBM, Tivoli 506-646-7441 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184; AT&T Direct code: (Note 1) Off-shift sev1's: 888-876-9797	SupportFax: 825-587
Bahamas		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: 1 800 872 2881 Off-shift sev1's:888-876-9797 Fax: 800-949-8184	
Barbados		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184; AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	Informix FAX: 800-949-8184 latin-support@informix.com

CARIBBEAN:

Location	Mail Address	Hardware & Software Support	`Facsimile & Internet email
Belize		IBM, Tivoli Phone: 54-11-4717-7200 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184AT&T Off-shift sev1's: 888-876-9797 email: latin-support@informix.com	INFORMIX FAX: 800-949-8184 latin-support@informix.com Direct code: (NOTE 1)
Bermuda		IBM, Tivoli Phone: 506-646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) 1 800 872 2881 Off-shift sev1's: 888-876-9797	INFORMIX Fax: 800-949-8184 latin-support@informix.com
Caribbean Islands		INFORMIX Prime Shift: 800-550-8184 latin-support@informix.com	
Cayman Islands		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Jamaica		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 1-800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Netherlands Antilles	IBM WTC Schottegatweg Oost 18 PO Box 3612 Curacao	IBM Tivoli Phone: 506-646-7441 　　　　(Call Collect) Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 808 82157 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	SupportFax: 736-2878 Email support@an.ibm.com INFORMIX FAX: 800-949-8184 latin-support@informix.com

Location	Mail Address	Hardware & Software Support	`Facsimile & Internet email
Saint Kits and Nevis		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Saint Vincent and the Grenadines		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com
St. Lucia *the Grenadines*		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797 Lotus Phone: 978-988-2555	INFORMIX FAX: 800-949-8184 latin-support@informix.com
Suriname	IBM WTC Van't Hogerhuysstraat 9-11 VSH Gebouw Paramaribo	IBM Tivoli Phone: 506-646-7441 Call Collect Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	SupportFax: 402032 INFORMIX FAX: 800-949-8184 latin-support@informix.com
Trinidad the Grenadines		IBM, Tivoli Phone 877-IBM-SERV 506-646-4000 (Call Collect) Lotus: phone: 978-988-2555 INFORMIX Phone: 800-550-8184 AT&T Direct code: (NOTE 1) Off-shift sev1's: 888-876-9797	INFORMIX FAX: 800-949-8184 latin-support@informix.com

For a complete list of Informix telephone numbers,please refer to the following web site:
http://www-306.ibm.com/software/data/informix/support/contact.html
NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:
www.att.com/business_traveler/guides_and_access/international_dialing.html

Mexico, Central and South America:

Country	Mail Address	Hardware Support	Software Support
American Samoa			INFORMIX Prime Shift: 913-492-2086 AT& T Directo Code: (NOTE 1) Offshift Sev 1's 888-876-9797 Fax: 913-599-8590 tsmail@us.ibm.com
Argentina Ascential INFORMIX Lotus: call 001.800.222.1001, then BP ask operator for 800.595.63.81 0800-555-4288 or 0800-222-1288 to get a dial tone or get operators assistance then dial directly or ask the operator for 800-595-6381	IBM Argentina S.A. Ing. Enrique Butty 275 1300-BS.As Capital Federal	Buenos Aires: 005411-4717-7200 Outside Buenos Aires: 0810-999-4262 opc2	IBM, Tivoli Phone: 0810 999 4262 opc 2 0-800-3330299 Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 0-800-21-001 soporte-latino@informix.com
Bolivia	Av. Mariscal Sana Cruz esq. Yanacocha Edificio Hansa, Piso 14 LaPaz	Phone: 2-2406990 opc4 Free: 800-10-8007 Fax: 2-391388	IBM, Tivoli 2-2406990 opc4 Free 800-10-8007 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) OFfshift Sev 1's: 888-876-9797 Fax: 0-800-1112 soporte-latino@informix.com
Brazil	IBM Brazil Ind. Maq. Serv. Ltda. Rua Tutoia, 1157 Sao Paulo - SP CEP 04007-900 Ascential Lotus	Sao Paulo 38859966 Phone: 0-800-787378 Fax: 011-3050-3185	Sao Paulo 38859966 Phone: 0-800-787378 Fax: 011-3050-3185 0800 891 0289 0800-891-3274
Chile	IBM de Chile SAC Av. Providencia, POB 3630 Av. Providencia 655 Providencia Santiago de Chile Ascential	Free: 800-203007 Phone: 2-2006670 Fax Lines: 2-2006685 2-2006999	IBM, Tivoli Free: 800-203007 Lotus Phone: 123-00203612 INFORMIX Prime Shift: 1230-020-0545 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 1230-020-0591 soporte-atino@informix.comq 1230-020-3138

Country	Mail Address	Hardware Support	Software Support
Colombia	IBM de Colombia Transversal 38 #100-25 A.A. 90908 - Bogota Ascential	Phone: 1-628-2987 Free: 01-8000-917758 Fax: 1-2579839	IBM, Tivoli Free: 01-8000-917758 Phone: 1-628-2987 Lotus Phone:01-800-912-0501 INFORMIX Prime Shift: 9809-12-1601 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 9809-12-1354 soporte-latino@informix.com 980.9.155082
Costa Rica	GBM de Costa Rica Paseo Colon C 28-30 apdo 2033-1000 San Jose Ascential	Phones: 221-34-35 222-96-30 Fax: 233-23-52	IBM, Tivoli Phone: (506) 223-6222 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 0-800-0-114-114 soporte-latino@informix.com 0800.012.1020
Dominican Republic	 Ascential	Phones: 566-4755 566-5161, Extension 214 1-200-1929 (toll-free) Non-business hours, holidays weekends 566-5161	IBM, Tivoli Phone: 506-646-4400 Lotus Phone: 512-838-4400 INFORMIX Prime Shift 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 1.888156182
Ecuador	IBM del Ecuador Almagro 2054 y Whimper Quito	Phone: 2-565100 opc4 Free: 1-800-492-911 Fax: 2-565145	IBM, Tivoli Phone 2-565-100 opc 4 Free: 1-800-426-911 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
El Salvador			IBM, Tivoli Phone: (503) 298-5011 Lotus Phones: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

Country	Mail Address	Hardware Support	Software Support
Guatemala			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Guyana			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Haiti			IBM, Tivoli Phone: (506) 646-4000 Lotus Phone: 978-988-2555 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code : (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Honduras	GBM of Honduras PO Box 310 Sonisa Builiding, Second Level Tegucigalpa	Phone: 324222 Fax: 391915	IBM, Tivoli Phone: (504) 232-2319 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

For a complete list of Informix telephone numbers, please refer to the following web site:
http://www-306.ibm.com/software/data/informix/support/contact.html
NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:
www.att.com/business_traveler/guides_and_access/international_dialing.html

Country	Mail Address	Hardware Support	Software Support
Mexico	IBM de Mexico, S.A Calzada Legara No 853. Col Irrigacion CP. 11500 Mexico, D.F. Ascential	Phone: 55-5270-5900 Free: 01-800-00-32500 Fax: 5-627-1228	**Mexico City**: IBM, Tivoli Phone: 55 270 59 00 Free: 01-800-00-32500 Lotus Phone: 5662.28.40 5270-5899 **Outside Mexico City:** IBM, Tivoli Phone: 01800 710 5817 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com Lotus: 01-800-710-5817 No Contract 5270-5900 001-8662155779
Nicaragua		Phone: 266-4141	IBM, Tivoli Phone: 054 11 4898 4898 (ext. 2525) Lotus Phone: 512-838-4000 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Panama			IBM, Tivoli Phone: 054 11 4898 4898 (ext 2525) Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Paraguay	IBM Paraguay Pte. Franco Esq. Ayolas Edificio Ayfra Piso 9 Asuncion	Phone: 21-447234 Fax: 21-444094	IBM, Tivoli Phone: 595 21 219 7777 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com

Country	Services	Hardware Support	Phone/Fax/Email
Peru	IBM del Peru S.A. Av. Prol Javier Prado Este 540 La Molina Lima Ascential	Phone: 1-317-6055 Free: 0800-50-866 Fax: 1-3490235	**Lima** IBM, Tivoli Phone: 1-317-6050 Free: 0800-50-866 Lotus Phone: 512-838-4400 **Outside Lima** IBM, Tivoli Phone: 0-800-50005 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 0800-50960
Puerto Rico			IBM, Tivoli Phone: 800-237-5511 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com
Uruguay	IBM Uruguay Plaza Independencia Montevideo CP 11000 Ascential	Phone: 2-9023617 Fax: 2-921144	IBM, Tivoli Phone: 506-646-4000 Lotus Phone: 512-838-4400 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 soporte-latino@informix.com 000.413.598.2704
Venezuela	Edificio IBM Piso 7 Availability Services Unit Av. Ernesto Blohm Chuao Caracas 1060 Ascential	Phones: 0212-908-8811 Free: 0800-2255-347 (Provincias y DF) Fax: 2-908-8895	IBM, TIvoli Phone: 0212-908-8811 Lotus Phone: 800-1-2090 INFORMIX Prime Shift: 800-550-8184 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-1-3596 soporte-latino@informix.com 8001.2545

CONTACT INFORMATION   Need a number that's not here or not right?
See: www.ibm.com/planetwide

Asia Pacific

Country	Services	Phone/Fax/Email
Australia	Hardware & Software Support (all platforms) Lotus Service Offering Inquiry INFORMIX TIVOLI outside Australia Rational Ascential Support	131-426 1-800-257-373 132-426 Prime Shift: 1-800-707-703 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 612-9928-1666 Phone: 131-426 61-3-53273820 Email: tivsupt@au1.ibm.com Toll Free: 1300-307005 +61 2 93549352 1 800 336 553
Bangladesh	TIVOLI INFORMIX	880.2.889.783 x 31 Prime Shift: 91-22-284-3737 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
Burma/Mynamar	INFORMIX TIVOLI	Prime Shift: 65-64189720 AT&T Direct code (NOTE 1) Fax: 65-2986220 Sin-tech@informix.com Phone: 66-2-273-4333 66-2-273-4033
Cambodia	TIVOLI INFORMIX	84.8.289.8342 Prime Shift: 1-800-801-450 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
China	z Operating System, Printer, POS i/p Operating System, Websphere, DB2, Tivoli Service Offering Inquiry INFORMIX Lotus Rational Ascential Support	800-810-1818 #5858 800-810-1818 #5200 800-810-1818 #5019 800-810-1818 #5266 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (010) 6849-2765 ji.zhang@informix.com 800-810-1818 #5175 Toll Free: 10-8006-100349 +61 2 93549427 10800 610 0210
China (Hong Kong S.A.R.)	All IBM Software Lotus Service Offering Inquiry Supported Languages: Cantonese (Primary) & English INFORMIX Rational Ascential	852-8205-8288 800-96-3367 852-2825-7878 Prime Shift: 800-900-311 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 282-41863 Ji.zhang@informix.com Toll Free: +852-800966816 +61 2 93549427 800 901 182

Country	Services	Phone/Fax/Email
Guam	INFORMIX	Phone: 913-492-2086 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 913-599-8590 ji.zhang@informix.com
India	For all Support Line, Answer Line, Passport Advantage, or other FEE Software Support offerings (except as noted below) Lotus Rational Informix	1-600-425-6666 or +91-80-26788940 or mail to smcindia@in.ibm.com AT&T Direct Access 000117 then toll free 800-972-5133 Toll Free: 0008006-101010 +61 2 935 9352 AT&T Direct Access: 000 117 US Toll free: 800 972 5133 Prime Shift: 91-22-2843737 AT & T Direct Code: (NOTE1) Off-shift sev1's: 888-876-9797 infxtech@sg.ibm.com
Indonesia	zSeries, iSeries, pSeries, xSeries (390, AS/400, RS6000, PC) FAX (all platforms) Lotus Service Offering Inquiry INFORMIX TIVOLI Rational	8001403555 001 803 60 6257 001-803-65-6604 021-251-2922 or 021-251-1222 (Inside Sales) Phone: 001-803-65-7217 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Sin-tech@informix.com 00180361534 Toll Free: 001-803-61762 +61 2 935 9352
Japan	Software Maintenance (SWMA) IBM prime shift Tivoli prime shift all Off Shift with Severity 1 S/390 platform (Operating system & Middleware) iSeries, RS/6000,PC (purchased before 1 January, 2003 Lotus INFORMIX Rational Ascential	(BM Customer Number required leadind with 0) 0120-557-971 0120-557-972 0120-557-985 0120-03-7777 Fax: 03-6220-6943 0120-057-123 0120-068633 Local Toll Free 0120-426-737 Toll Free: 0053-161-0086 Pay Phone +61 2 9354- 9480 03-5459-6800

Country	Services	Phone/Fax/Email
Korea	IBM Software (z/i/p Operating System, DB2, WebSphere, Informix, Lotus, Tivoli	1588-5801
	Rational	Toll Free: 007986115216
		+61 2 935 9346
	Service Offering Inquiry	82-2-3781-4570
	Ascential	00308 610 061
Laos	INFORMIX	Prime Shift: 65-390-2864 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
	TIVOLI	84-8-829-8342
Malyasia	S/390 & Support Line iSeries, RS/6000, PC Service Offering Inquiry INFORMIX	1800 88 8558 Fax: 03 8315 6851 603-7727-4617 Prime Shift: 1-800-80-1450 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
	Lotus TIVOLI (English Only) Rational	1800-80-1106 Phone: 1800-80-7735 Toll Free: 00-800-4260-0001 +61 2 93549427
	Ascential	1800 80 4656
Marshall Islands	INFORMIX	Prime Shift: 913-492-2086 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 913-599-8590 tsmail@us.ibm.com
Nepal	INFORMIX	Prime Shift: 1-800-707-703 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
	TIIVOLI	Phone: 880-25-889-783 x31
New Guinea	INFORMIX	Prime Shift: 1-800-707-703 AT&T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 612-9928-1666

Country	Services	Phone/Fax/Email
New Zealand	Software and Hardware support (all platforms) INFORMIX Lotus Rational Ascential	0800 733 222 Prime Shift: : 0-800-505-515 AT&T Direct Code: (Note 1) Offshift Sev 1's: 888-876-9797 0800 445 402 Toll Free: 0800-724835 +61 2 9354 9352 0800 441 915
Northern Mariana	INFORMIX	Prime Shift: 913-492-2086 AT & T Direct Code: (NOTE 1) Offshift ev 1's: 888-876-9797 tsmail@us.ibm.com
Pago Pago	INFORMIX	Prime Shift: 1-800-707-703 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 612-9928-1666
Philippines	S/390, SupportLine, AnswerLine, Passport Advantage, or orther FEE Software Support Offerings FAX Lotus Service Offering Inquiry INFORMIX Rational	1800-1888-1426 1800 1 601 0716 1027 1800 6507304 (Fillcom) or 1-800-1651-0191 (PLDT) 63-2-9952225 Phone: 1-800-1651-0093 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 +61 2 935 9352 Toll Free: 00-800-4260-0001
Singapore	All Software (except Lotus, Informix, Rational) iSeries (AS/400), pSeries (RS/6000), PC Lotus INFORMIX Rational Tivoli (English Only) Ascential	1 800 3172 888 Fax: 800 601 1212 (65) 6444 9335 Prime Shift: 1-800-418-9720 Offshift Sev 1's: 888-876-9797 +61 2 93549427 Toll Free 800-616-1903 Phone: 8006161850 800 616 1769
Sri Lanka	INFORMIX TIVOLI	Prime Shift: 91-22-284-3737 A T & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 94-1-421-066

Country	Services	Phone/Fax/Email
Taiwan	IBM Software (i/p/z Series Operating System, DB2, WebSphere, Tivoli Lotus Service Offering Inquiry INFORMIX Supported Languages: Mandarin (Primary) & English Rational Ascential	886-2-8725-2288#23 800-823-123 #5175 800-016-888#1 Prime Shift: 0080 65 1506 A T & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 +61 2 93549427 Toll Free: 0080-161-1434 0800 161 1383
Thailand	S/390, Support Line, Passport Advantage, or other FEE Software Support Offerings Lotus Service Offering Inquiry INFORMIX Tivoli (English Only) Rational Ascential	1800-299229 Fax: 1-800 06 0006 65-444-9335 Direct to US Support (in English) AT&T Direct Access: 001 999 11111 US Toll Free 800-457-2046 02-273-4000 Prime Shift: 001 800 65 6312 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 0018006112853 +61 2 935 9352 Toll Free: 001-800-4260-0001 001-800-61-1-4239

Vietnam	All IBM Software except as noted below
	         Ho Chi Minh City
	
	         Hanoi
	
	INFORMIX
	
	Rational
		
		(84-8) 829 5160
		email: services@vn.ibm.com
		(84--8) 843 6675
		email: helpdesk@vn.ibm.com
		Prime Shift: 65-390-2864
		AT & T Direct Code: (NOTE 1)
		Offshift Sev 1's: 888-876-9797
		infxtech@sg.ibm.com
		+61 2 935 9352

Virgin Islands	INFORMIX	Prime Shift: 800-550-8184 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 800-949-8184 latin-support@informix.com

For a complete list of Informix telephone numbers,please refer to the following web site:
http://www-306.ibm.com/software/data/informix/support/contact.html
NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:
www.att.com/business_traveler/guides_and_access/international_dialing.html

Europe, Middle East, Africa (EMEA):

Country	Services	Phone/Fax/Email
United Arab Emirates Abu Dhabi	MLC & Services OTC Passport Advantage	8004563 Fax:(+9714)-3433232 Toll Free 8004704
Africa (Central)	OS/390, VM, VSE, Support Line, Passport Advantage	27 11 302-8888

Albania
Bosnia-Herzegovina
FYRMacedonia
Moldova
Yugoslavia
	OS/390, VM, VSE, & Services
	All platforms (fax)
	All platforms (email)
	
	IBM (all other products / contracts)
	
	INFORMIX
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	   Bosnia-Herzogovina
	  FYR Macedonia
	  Ukraine
	  Yugoslavia
		+386 1 4796 699
		+386 1 4796 811
		ssclju@si.ibm.com
		
		+386 1 4796 699
		
		Prime Shift: (+355) 42-511-80
		Prime Shift: (+387) 6-6564-817
		Prime Shift: (+389) 91-362-636
		Prime Shift: (+380) 44-230-2073
		Prime Shift: (+381) 21-400-573
		AT & T Direct Code: (NOTE 1)
		Off-shift Sev 1's: 888-876-9797

Amenia Azerbaijan Belarus Georgia Kazakhstan Kirgizia Tajikistan Ukraine Uzbekistan	OS/390, VM, VSE, TIVOLI & Services All Platforms (fax) All platforms (email) IBM (all other products / contracts) INFORMIX Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Turkmenistan Tajikstan	+386 1 4796 699+7095-2586300 Fax: +386 1 4796 815 Fax: +7095-2586300 Ssclju@si.ibm.com IBMservice@ru.ibm.com +386 1 4796 699 +7095- 2586300 Prime Shift: (+49) 89-9603-3271 Prime Shift: 0800-436995 or 0080-65-1506 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
Algeria Belgium (Fr) Comoras Congo (Dem Rep) Monaco Reunion Seychelles	INFORMIX	Prime Shift: (+33)-1-49 97 12 20 AT & T Direct Code: (NOTE 1) Offshit Sev 1's: 888-876-9797 Fax: (+33)-1-49 97 12 21 IFMXSUP@fr.ibm.com

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Country	Services	Phone/Fax/Email
Austria	OS/390, VM, VSE iSeries RS/6000 PC / Lotus / Cisco / Checkpoint Lotus Smartsuite & Lotus Organizer (180 day startup) INTEL INFORMIX RATIONAL xSeries 180 day startup support	1-21145-4960 1-21145-4711 1-21145-6000 1-21145-7800 1-79567- 265 1-21145-7800 Prime Shift: 00800 2535 2535 Offshift Sev 1's: +1 888-876-9797 0043 (0)810/206073 01-24592-5901
Bahrain	MLC & Services OTC (fax) IBM Passport Advantage INFORMIX	Phone (+973) 17222248 Fax: +9714-3433232 +9714-3907277 Phone: (+44) (0) 20 8855 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ifmxsup@uk.ibm.com
Belgium	All platforms (fax) All Platforms & Services Ascential INFORMIX xSeries 180 day startup support	Fax: 2.718.4339 70 23.33.92 Dispatch@be.ibm.com 33 1 46 96 37 65 Prime Shift: 00800 25 35 25 35 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ifmxsup@be.ibm.com 02-210-9800 (French) 02-210-9820 (Dutch)
Bhutan	INFORMIX TIVOLI	Prime Shift: 22-284-3737 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Phone: 880-2-889-783 x31
Brunei	INFORMIX TIVOLI	Prime Shift: (+44) 1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Phone: 0800-787378
Bulgaria	MLC & Services All platforms (fax) All platforms (email IBM (all other products & contracts)	+359-2-9733199 +359-2-9733200 Supportline@bg.ibm.com +359-2-969 3650

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Country	Services	Phone/Fax/Email
Croatia	Software and Hardware Support (all platforms) All platforms (fax) All platforms (email) IBM (all other products & contracts) INFORMIX	0800-0426 +385-1-611-1119 swhelp@hr.ibm.com Phone: +385-1-630-8 100 Fax: +385-1-611-1119 Prime Shift: +385-1-604-0077 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax:+385-1-604-0078
Cyprus	All Support	Tel: +35722841111 Fax +#5722666372 e-mail services@cy.ibm.com
Czech Republic	OS/390,VM, VSE, services All platforms (fax) All platforms (email) IBM Passport Advantage INFORMIX	+420-2-7213-1316 Fax: +420-2-7213-1144 sw.services@cz.ibm.com +420-2-7213-1316 Prime Shift: +420 272 131 298 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+420)-2-7213-2354 Email: openline_cz@cz.ibm.com
Denmark	S/390 and Services iSeries, RS/6000, and PC (fax) IBM (all other products & contracts) INFORMIX xSeries 180 day startup suport	7010 5150 non-contract Customers, use fax number supplied with your product 45 70 10 51 50 Prime Shift: 808 82157 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@dk.ibm.com 45-20-8200
United Arab Emirates Dubai	MLC & Services OTC Passport Advantage	8004563 Fax:(+9714)-3433232 Toll Free 8004704
Egypt	MLC & Services Users OTC (fax) IBM (all other products & contracts) INFORMIX TIVOLI	2-3492655 2-3492533 Call fax number supplied with your product (202) 7492 655 Prime Shift: (+44) 1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 Uktechsupport@informix.com Phone: 20-2-349-2655 Fax: 20-2-349-2533 Email: elfeky@eg.ibm.com

Country	Services	Phone/Fax/Email
Estonia	IBM Passport Advantage INFORMIX	+44 (0)870 333 4445 Phone: 372-671-0220 AT&T Direct code: (Note 1) offshift sev1's 888-876-9797
Fed. St. of Micronesia	INFORMIX	Phone: 800 707 703 AT&T Direct code (Note 1) Fax: 913-599-8590 tsmail@us.ibm.com
Finland	zSeries (OS/390,VM VSE iSeries(AS/400), pSeries, (AIX) OS/2 IBM (all other products & contracts) INFORMIX xSeries 180 day startup support	08001-4260 9-4595388 8001-4260 08001-4260 Prime Shift: 0800 11 44 37 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@fi.ibm.com 09-459-6960
France	zSeries (S/390) Software Defect Support Support Line Lotus Passport Advantage IBM (for all other products / contracts) iSeries pSeries Ascential INFORMIX xSeries 180 day startup support	+33 (0) 810 63 10 20 Phone number supplied with your contract +33-1-41 99 5566 +33 (0) 810 63 10 20 (or number indicated on your support contract) +33 (0) 810 63 10 20 +33 (0) 810 63 10 20 0800 125 521 Phone: 00800 25 35 25 35 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+33)-(0) 49 31 45 58 IFMXSUP@fr.ibm.com 02-3855-7450
Germany	IBM License Support OS/390, VM, VSE, iSeries,pSeriesS/2 OTC products (fax) Support for System Service Contracts MVS & OS/390, VM VSE, SQL, CICS DPPX, Sprachen, IMS, DB2, Office TP 4700 CAD, CAE products iSeries, S36, pSeries, MQS OS2, Microsoft AIX IBM (alll other products / contracts incl Lotus, Tivoli) Ascential INFORMIX RATIONAL xSeries 180 day startup support	0180-5001242 Fax: 0180-5223392 (0800) 426-6201 (0800) 426-6202 (0800) 426-6203 (0800) 426-6205 (0800) 426-6206 (0800) 426-6204 (0800) 426-6209 (0800) 426-6208 0800 10 08 30 0 +800 0700 0867 Prime Shift: 00800 25 35 25 35 Offshift Sev 1's: +1 888-876-9797 Fax:(+49)-89-4504-1140 ifmxsup@de.ibm.com 01805/116-399 07032-15-49201

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Greece	MLC & Services Users OTC (fax) IBM (all other products / contracts) INFORMIX	+30 210 6801700 +30 210 6801303 +30 210 6801700 Prime Shift: +44 208 844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com
Greenland	INFORMIX	Prime Shift: (+44)-1784 240 333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@se.ibm.com
Hungary	General Machine Failure (call dispatch 24 x 7) PC support (prime shift) IBM Telephone Center (prime shift) All platforms (fax) All platforms (email) IBM (all other products & contracts) INFORMIX	+36 1 382-5720 +36 1 382-5716 +36 1 382-5885 +36 1 382-5500 +36 1 382-5501 szerviz@hu.ibm.com +36 1 382-5720 Prime Shift: (+36) 1 453 42 37 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
Iceland	INFORMIX	Prime Shift: (+44)-208 844 3003 AT & T Direct code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 uktechsupport@informix.com
Ireland	ALL SERVICES IBM (all other products & contracts) INFORMIX xSeries 180 day startup support	(01) 4597473 353 1 815 4491 Prime Shift: (+44)-1784 240 333 AT & T Direct Code (NOTE 1) Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com 01-815-9202
Israel	IBM, Lotus, and Tivoli (Fax) INFORMIX	(972)-3-9188555 (972)-3-9188935 +44 208 844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
Italy	S/390 & Services Users iSeries, RS/6000, PC IBM Direct IBM (all other products / contracts) Ascential INFORMIX xSeries 180 day startup support	800820094 Fax number supplied with your product 800017001 800820094 +800 0700 0876 Prime Shift: 800 455 280 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@it.ibm.com 02-7031-6101

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Jordan	IBM Passport Advantage INFORMIX	+44 (0) 870 0101952 Prime Shift: (+44)-1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com
Kuwait	MLC & Services Users OTC (fax) IBM (all other products & contracts) INFORMIX	(+965) 2439900 ext 555 Fax: 9714-3433232 2426548 / 2426538 +44 (0) 870 0101952 Prime Shift: (+44)(0) 20 8844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ifmxsup@uk.ibm.com
Latvia	INFORMIX	Prime Shift: (+371) 733-9015 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+371) 782 1457
Lebanon	IBM Passport Advantage INFORMIX	+44 (0) 870 0101952 Prime Shift: (+44)-1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com
Luxembourg	All Platforms & Services Ascential INFORMIX xSeries 180 day startup support	+360 385 222 Fax: +32 2 718 4339 dispatch@be.ibm.com 33 1 46 96 37 65 Prime Shift: (+44) 208 844 3076 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+33) (0) 49 31 45 58 ifmxsup@be.ibm.com 298-977-5063
Middle East	Ascential TIVOLI	+44 208 818 0702 Phone: 97-16-535-333
Malta	IBM Passport Advantage	+44 (0)870 333 4445
Morocco	INFORMIX TIVOLI	Phone: (+44) 208 844 3076 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+33)-(0) 49 31 45 58 IFMXSUP@fr.ibm.com Phone: 33-2-38-55-7752

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Country	Services	Phone/Fax/Email
Netherlands	MLC & Services Users OTC (fax) IBM (all other products & contracts) Ascential INFORMIX	020-5133939 Fax: 020-5133936 +31 (0) 205 133 939 +44 208 818 0702 Prime Shift: 00800 2535 2535 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@nl.ibm.com
	xSeries 180 day startup support	020-514-5770
Norway	All IBM (all other products & contracts) INFORMIX	47-815-21-550 Fax" 47-66-999663 +47 815 21550 Prime Shift: 00800 25 35 25 35 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@no.ibm.com
	xSeries 180 day startup support	6681-1100
Oman	MLC & Services Users OTC (fax) Passport Advantage INFORMIX	Phone (+9714) 3431975 Fax: 9714-3433232 +971-4-3907277 Prime Shift: +44 (0) 20 8844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-76-9797 ifmxsup@uk.ibm.com
Pakistan	IBM Passport Advantage	+44 (0)870 0101952
Poland	OS/390, VM, VSE, Tivoli, services All platforms (fax) All platforms (email) IBM (all other products & contract)	+48-22-878 6999 Fax: +48-22-878 6799 dispatch@pl.ibm.com call_dispatch_poland@pl.ibm.com +48 22 878 6999
Portugal	All Ascential INFORMIX xSeries 180 day startup support	(+351) 21 8927115 33 1 46 96 37 65 (+351) 218 927 115 Ifmxsup@pt.ibm.com http://www.ibm.com/software/data/ informix/support/probidhtml (+351) 21 892 7147

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Country	Services	Phone/Fax/Email
Qatar	MLC & Services Users OTC (fax) Passport Advantage INFORMIX	Phone (+9714) 3431975 Fax: 9714-3433232 +971-4-3907277 Prime Shift: +44 (0) 20 8844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-76-9797 ifmxsup@uk.ibm.com
Romania	z/OS, VM, VSE, Tivoli, services All platforms (fax) Offshift (5:30 PM - 9:00 AM) All platforms (email) IBM (all other products & contracts) INFORMIX	+40 21 224 4015 Fax: +40 21 224 4044 +40 745 340 848 (mobile phone) ssoftware@ro.ibm.com +40 21 224 40.15 Prime Shift: (+40) 21 336 4610 AT & T Direct Code; (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+40) 21 336 4682
Russia	Software Support Toll Free Russia z/OS, VM, VSE, Tivoli, services All platforms (fax) All platforms (email) All Passport Advantage	+7 800 200 6300 +7 495-2586300 Fax: +7 495-2586304 swsupport@ru.ibm.com +7 495 2586300
Saudi Arabia	MLC & Services Users OTC (fax) IBM Passport Advantage INFORMIX	800-1240-888 Fax number supplied with your product +44 (0) 870 0101952 Prime Shift: (+44)-1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com

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Country	Services	Phone/Fax/Email
Slovakia	All Platforms All platforms (fax) All platforms (email) INFORMIX	+421-2-4954-5555 +421-2-4954-1348 maint@sk.ibm.com Prime Shift: +420 272 131 298 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797
Slovenia	OS/390, VM, VSE, & Services All platforms (fax) All platforms (email)	+386 1 4796 699 Fax: +386 1 4796 815 Ssclju@si.ibm.com
South Africa	Non Contracted customers (Defect Support) Support Line Contracted Customers IBM/Lotus/TIvoli (all other products & contracts) Ascential INFORMIX U2 / Universe	0800-11-0756 27 11 301 5656 0800 11 0756 +44 208 818 0702 Prime Shift: 0800 99 10 69 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@za.ibm.com +27 11 654 6008 email address "support@utwo.co.za"
Spain	MLC & Services OTC (fax) IBM/Lotus/Tivoli (all other products / contracts) Ascential INFORMIX	9 01 100 000 Fax number supplied with your product 901 100 000 +34 900902925 Prime Shift: (+44)-208-844-3029 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@es.ibm.com
Sri Lanka	INFORMIX	Prime Shift: 91-22-2843737 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: 91-22-2822132 kfleong@informix.com
Suriname	INFORMIX	Phone 156 latin-support@us.ibm.com

Country	Services	Phone/Fax/Email
Sweden	S/390 & Services iSeries, RS6000, PC (non-contract) iSeries, RS6000, PC (contract) IBM (all other products & contracts) INFORMIX xSeries 180 day startup support	46 771 171040 Fax number supplied with your product 46 771 171040 46 (0) 77 11 71040 Prime Shift: (+46)-20 464649 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@se.ibm.com 08-477-4420

Switzerland	OS/390, VM, VSE, iSeries, RS/6000, Intel
	IBM (all other products / contracts)
	Ascential
	INFORMIX
	
	         - Swiss French
	
	         - Swiss German
	
	RATIONAL (all languages)
	xSeries 180 day startup support
		0800 55 54 54
		0800 55 54 54
		33 1 46 96 37 65
		
		Prime Shift: (+44) 208 844 3076
		AT & T Direct Code: (NOTE 1)
		Offshift Sev 1's: 888-876-9797
		Fax:(+33) (0) 49 31 45 58
		IFMXSUP@fr.ibm.com
		Prime Shift: 00800 25 35 25 35
		Offshift Sev 1's: +1 888-876-9797
		Fax:(+49)-89-9603-3270
		ifmxsup@de.ibm.com
		+41 58 333 09 34
		058-333-0900

Tunisia `	All INFORMIX	(+90 212) 440 0 IBM Prime Shift: (+44) 208 844 3076 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax:(+33) (0) 49 31 45 58 IFMXSUP@fr.ibm.com
Turkey	IBM (all products / contracts) INFORMIX	0090 212 444 0426 Prime Shift:+44 208 844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax:(+44)-208 818 1180 ifmxsup@uk.ibm.com

The "IBM" number is for IBM, Candle, Lotus, Rational, and Tivoli products unless otherwise noted

Country	Services	Phone/Fax/Email
United Kingdom	**Defect Support** Hardware OS/390, VM, VSE	 08705 500900 08457 151516
	Services Support Line, Software Maintenance for iSeries, pSeries Networking Assist CATIA Assist	 0870 0101952 08457 125621 0870 9010458
	IBM Passport Advantage	0870 333 4445 or 0870 010 1952
	Ascential	+800 0700 0876
	Candle	+44 (0) 161 437 5224 Fax +44 (0) 161 437 5225 UK_Support@candle.com
	INFORMIX	Prime Shift: 800 013 0333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44)-208 818 1180 ifmxsup@uk.ibm.com
	xSeries 180 day startup support **Sales** ITS Sales	01475-555055 0870 6070701
United Arab Emirates	MLC & Services OTC IBM Passport Advantage	Toll Free 8004563 Fax (+9714)-3433232 Toll free: 8004704
	INFORMIX	Prime Shift: (+44)(0) 20 8844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ifmxsup@uk.ibm.com
Yemen	INFORMIX	Prime Shift: (+44)-1784-240-333 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 ifmxsup@uk.ibm.com
Zimbabwe	INFORMIX	Prime Shift: (+44) 208 844 3001 AT & T Direct Code: (NOTE 1) Offshift Sev 1's: 888-876-9797 Fax: (+44) 208 818 1180 ifmxsup@za.ibm.com

For a complete list of Informix telephone numbers,please refer to the following web site:
http://www-306.ibm.com/software/data/informix/support/contact.html
NOTE 1: Please refer to the AT&T Direct web site for current AT&T Direct codes:
www.att.com/business_traveler/guides_and_access/international_dialing.html

The "IBM" number is for IBM, Candle, Lotus, Rational, and Tivoli products unless otherwise noted

IBM is the world's largest manufacturer of software. Some of the newer additions to the IBM portfolio have continued to offer their uniquely tailored software services.

Tivoli Professional Services — Tivoli Deployment Expertise

Delivering on the promise of services starts at home. Tivoli has invested heavily in the Tivoli Professional Services (TPS) group to provide industry-leading skills for Enterprise Systems Management solutions.

Services Foundation
Tivoli Professional Services provides the foundation for Tivoli's global services capability. From bases in key international locations, TPS delivers certified resources for network, systems, and applications management to maximize your investment in end-to-end Enterprise Systems Management. You can further leverage this expertise by taking advantage of skills transfer, using on site TPS subject matter experts to better prepare our technical professionals. To engage TPS resources contact your Tivoli sales manager by calling the Tivoli sales office in your country.

Lotus Priority Service Program

Our legacy Lotus Priority Service program has been replaced y the IBM Software Premium Support program and is only available on an exception basis.

Informix Regency Services

Our legacy Informix Regency program has been replaced y the IBM Software Premium Support program and is only available on an exception basis.

IBM Selected Support Offering (Support-only offering for designated IBM no-charge and non-IBM products)

IBM is pleased to offer customers Selected Support offering for designated no-charge IBM and non-IBM products. Often support-only offerings are made available for products or offering code that is developed and delivered through the open source community. The open source business model is built on the concept of free and frictionless access to technology with optional paid support. In the open source business model, the product is available at no charge to download and use so customers can begin development, testing and deployment at no cost. The offering code could be available from an IBM website, or from the applicable third party provider.

Remote Technical Support

IBM has implemented a tiered approach for the Selected Support offering. On a product by product basis, up to 3 tiers may be made available: IBM Entry Support, IBM Enhanced Support and IBM Elite Support. Support is delivered remotely via IBM's support teams, and includes:

· General usage and installation questions

· Product compatibility and interoperability questions

· Interpretation of product documentation

· Review of diagnostic information to help isolate the cause of a problem

· Basic configuration assistance and samples understanding

· Code defect support and planning information for software

fixes. (For non-IBM products, fixes, if any, are provided by the Third Party Manufacturer)

For all tiers of support, there is no limit to the number of technical support incidents that can be reported through remote assistance.

Remote technical support problems are reported to IBM by phone (not available for IBM Entry Support) or by using the Electronic Service Request (ESR) tool, located at www.ibm.com/support Refer to the Contacting IBM section of this Handbook for more information.

The Selected Support offerings are purchased via an annual subscription and are available for purchase through Passport Advantage or Passport Advantage Express.

Developer Assistance

IBM Selected Support offerings may also include remote Developer Assistance Incidents. This assistance goes beyond the support provided through traditional remote technical support. Under this feature, developers may receive assistance with finding answers to specific programming questions, best practice usage of the product (i.e., the Application Programming Interface), etc. Developer Assistance Incidents are intended to cover specific and short duration questions. Professional services offerings should be used for questions that are best resolved with an extended program design review.

Developer Assistance Incident coverage includes:

• Expert Development Assistance

- Application Design and Architecture Assistance

- Configuration Assistance

- Performance & Tuning Assistance

Unlike traditional remote technical support where the number of requests is unlimited, the number of Developer Assistance incidents that can be reported to IBM is fixed, determined by the Selected Support offering purchased and varies by supported product. Developer Assistance Incidents are reported to IBM in the same way as general product usage questions or problems: by phone or using the Electronic Service Request (ESR) tool, located at www.ibm.com/support . Each time you use one of your Developer Assistance Incidents, your available incident count will be decremented.

To gain maximum benefit from your Developer assistance incidents:

o   Developer assistance must be specifically requested during the initial call or electronic submission for support assistance

o   If you access IBM Support via the phone, advise the IBM Representative that Developer assistance is being requested

o   If you access IBM support via ESR, ensure that the Developer assistance component is selected

o   Your technical contact should understand that available Devel-

oper assistance incidents will be decremented by one incident.

Designated Programs eligible for Selected Support are listed at www.ibm.com/lotus/PASelectedSupportPrograms

Support Only Offering	IBM Entry Support	IBM Enhanced Support	IBM Elite Support
Electronic Problem Submission	Yes	Yes	Yes
Voice Problem Submission	No	Yes	Yes
Number of electronic an/or voice problems	Unlimited	Unlimited	Unlimited
Support Hours*	8am-5PM Mon-Fri	8am-5PM Mon-Fri	8am-5PM Mon-Fri (24x7 for Sev 1)
Response Target **	8 bus hrs	4 bus. hrs	2 bus. hrs
Technical Contacts****	1	2	Unlimited
Developer Assistance Incidents ****	Not Avail	Variable	Variable
Availability	Worldwide	Worldwide	Worldwide

The following table describes the features of Selected Support in more detail:

*Times listed are for the customer's time zone. Support is not available on public holidays for IBM Entry Support and IBM Enhanced Support. Severity 1 support is available on public holicays for IBM Elite Support

**Response target is IBM's objective to respond to your high severity support request. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

***The Technical Contact is the individual designated by the client as the person to contact IBM for support. All communication with IBM related to the IBM Support-only offering must be performed by Assistant Incidents included.   (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and IBM Elite Support will offer 0, 1, 2, 3, 5 or 10 incidents)

**** The number of Developer Assistance Incidents will vary by supported product. Refer to the announcement letter for the number of Developer Assistant Incidents included.   (on a product-by-product basis, IBM Enhanced Support will offer 0, 1, 2, 3 or 5 Developer Assistance Incidents and

IBM Elite Support will offer 0, 1, 2, 3, 5 or 10 incidents)

Additional information:

In addition to traditional remote support and Developer assistance, the following online support may also be available:

☐   Online documentation

☐   Access to technical articles on IBM Software Support web sites

☐   Access to technical forums on IBM developerWorks (http://www-128.ibm.com/developerworks/)

☐   Access to relevant IBM DeveloperWorks Newsletters and Articles

☐   Access to technical webcasts and events

☐   Professional services offerings (additional charge)

IBM Selected Support Offering Terms:

Consistent with the Selected Support tier purchased, IBM will provide support only for the copies of software covered under your agreement.

Independent Software Vendor (ISV), Systems Integrator (SI) or Solution Providers: consistent with the Selected Support tier purchased, IBM will provide support only for the copies of software covered under you agreement during the internal development and maintenance phases of your solutions. You are restricted from contacting IBM with support issues that may arise from your end customers' usage of the product unless you have an OEM contract with IBM.

IBM Support For Apache Geronimo

IBM Support for Apache Geronimo provides expert technical support for Apache Geronimo, the open source Java 2 Enterprise Edition (J2EE) server project from the Apache Software Foundation. IBM Support for Apache Geronimo provides the support you need to confidently develop and deploy your web and J2EE applications using Apache Geronimo.

There are two tiers of support available: IBM Entry Support for Apache Geronimo and IBM Enhanced Support for Apache Geronimo. In addition, Developer Assistance (as described in Support Only Offerings above) is also available.

Since the IBM Support for Apache Geronimo support offerings are for an open source software project, all fixes and code are provided through the official Apache Geronimo web site and organization, found at http://geronimo.apache.org/. IBM will deliver all fixes to the open source project. There is no guarantee that all fixes will be incorporated into the official Apache Geronimo code stream, as such decisions are made by the Apache Geronimo community. Although IBM does not deliver the fix directly to you, nor can IBM guarantee that the fixes submitted to Apache Foundation will be accepted and distributed, IBM does intend to help provide you with timely resolutions for problems you experience.

IBM will provide a list of supported versions, releases or modifications of Apache Geronimo on the IBM Support for Apache Geronimo web support page (http://www.ibm.com/software/webservers/appserv/Geronimo/support/). Each previously identified supported version, release or modifica-

tion of Apache Geronimo will be supported for three (3) months after a new version, release or modification of Apache Geronimo has been identified as the officially supported version, release or modification under the IBM Support for Apache Geronimo support offering. Customers will be required to use the most current supported version, release or modification of Apache Geronimo to continue to receive defect fixes under the terms of the IBM Support for Apache Geronimo annual support contract.

The annual, renewable subscription support offering is priced per Server and you are limited to use on a 4 CPU system (or less), otherwise a special bid is required.

IBM Support for WebSphere Application Server Community Edition

IBM is pleased to offer support services for the WebSphere Application Server Community Edition software. IBM WebSphere Application Server Community Edition is a lightweight J2EE application server built on Apache Geronimo technology designed to help you accelerate your enterprise's development and deployment efforts. It harnesses the latest innovation from the open source community to provide a readily accessible and flexible foundation for building Java applications.

There are three tiers of IBM Support for WebSphere Application Server Community Edition: IBM Entry Support for WebSphere Application Server Community Edition, IBM Enhanced Support for WebSphere Application Server Community Edition, and IBM Elite Support for WebSphere Application Server Community Edition. In addition, Developer Assistance (as described in Support Only Offerings above) is available.

IBM will provide a list of supported versions, releases or modifications of WebSphere Application Server Community Edition via the WebSphere Application Server Community Edition specific support page (www.ibm.com/software/ webservers/appserv/community/ support/). Each identified supported version or release of WebSphere Application Server Community Edition will be supported for 18 months from the date of its release. Customers will be required to use the most current supported version, release or modification of WebSphere Application Server Community Edition to continue to receive defect fixes under the terms of the IBM Support for WebSphere Application Server Community Edition annual support contract.

IBM will make fixes available to WebSphere Application Server Community Edition users via the WebSphere Application Server Community Edition support web page (www.ibm.com/software/ webservers/appserv/community/ support/). If a code correction is needed to resolve your specific reported problem, IBM will apply commercially reasonable efforts to develop the appropriate fix and make that fix available to you and on the support web page. This effort is intended to provide you with a stable and reliable operating environment by providing you with timely resolution of problems you encounter.

The annual, renewable subscription support offering is priced per Server and you are limited to use on a 4 CPU system (or less),

otherwise a special bid is required.

IBM ASCENTIAL OFFERINGS (Also known as WebSphere Information Integration Solutions):

e.Service
Provides Customer access to Ascential's private Web-based technical resource center whereby you are able to search Ascential's knowledge database, open and update cases, order (as available) Rapid Releases, Product Releases and Maintenance Releases, and view Product notices.

Premier
Provides prime shift support including

• e.Service (as described above)

• Telephone Support: Ascential will provide you with access to Ascential's technical support analysts during Support Hours for assistance in the installation or use of the product and for reporting Product Problems.

• Product Problem Resolution: Ascential will address product problems you report through maintenance releases, circumventions, or clarification of the functional operation, as appropriate. During the problem resolution process, Ascential service

personnel may require assistance in recreating the problem, verification the recommended action resolved the problem, and possibly remote or physical access to your system.

Premier Anytime:
Premier support 24 x 7.

Premier Elite:
Premier Elite technical support is provided by designated Technical Access Managers (TAMs) who are senior-level support analysts supporting an elite set of customers. From the onset, TAMs will become acquainted with your business requirements and implementation of the Ascential Products to provide a one-to-one technical relationship. In addition to all of the entitlements listed herein, Premier Elite includes:

• An assigned TAM
• Up to three (3) named callers
• Support incidents escalated directly to the TAM
• 24X7 after-hours technical assistance with production system down issues
• Regular conference calls between the assigned TAM and the Customer representative to discuss enterprise support issues
• Up to two, 2-day scheduled on-

Ascential Response Objectives

Severity	Impact	Response Goal
1	Critical business impact	Within two hours
2	Significant business impact	Within four hours
3	Some business impact	Within eigh hours
4	Minimal business impact	Within 24 hours

site visits by the TAM (e.g., get acquainted, "Go-Live" support, system health checks, technical reviews)

• Up to two, 2-day emergency on site visits

Response Goals:
Details about WIIS Support are available in the following PDF-formatted document IBM Agreement for Software Maintenance Support Ascential Programs at:

http://techsupport.services.ibm.com/guides/AscentialAgreement.pdf

IBM U2 SUPPORT OFFERINGS

IBM offers support programs for IBM U2 products that are specifically designed for business partners and end users. Additional offerings for developers, database administrators, and system administrators are available through Professional Services. This range of worldwide services enables customers and partners to use IBM U2 products effectively.

Business partners and direct end users with valid maintenance agreements have direct access to technical support. The offerings and level of support for IBM U2 products are consistent worldwide, although pricing may vary from region to region

IBM U2 Maintenance Support Services

If you're in an environment where you need prompt, responsive telephone support, IBM U2 Maintenance Support Services is a terrific resource.

Maintenance Support Services features Direct-to-the-Engineer support, where highly trained experts in IBM U2 database server and tools

technology are ready to resolve your technical questions or issues.

In addition to toll-free, in-bound telephone support, out-of-hours (24 x 7) support for down systems is available to you as a Maintenance Support Services customer.

IBM U2 TechConnect

All IBM U2 Maintenance Support Services customers are entitled to access to U2TechConnect, the Customer support Web site for IBM U2 products accessible from https://www.ibm.com/software/data/u2/support/u2techconnect/.

U2TechConnect is designed to provide instant access to the most up-to-date information about IBM U2 products, programs, and services. You always have vital product and support information at your fingertips, including:

• Product availability information including current and past readme files

• Electronic case submission and query

• U2 Connection newsletter

• Knowledgebase (FAQ) access

IBM SUPPORT FOR LEGACY CANDLE PRODUCTS

Support for the /390 & z/OS Products Acquired from Candle
As part of the transfer of Candle Legacy /390 & z/OS Software products into IBM Support, the T&C's of existing Candle /390 & z/OS "Base Support" contracts will continue to be supported by IBM.

Since the support model for the Candle /390 & z/OS products does not map to IBM's existing support T&C's for /390 & z/OS products (MLC Program

Services or S&S PID with Support Line options) a unique support model has been created to provide the necessary voice/electronic, usage/defect support. Existing Candle Premium Support Contracts (Optimization, Total Reliability and Premier) will be honored through the remaining length of the agreement, at which point, a mutually beneficial IBM service agreement may be negotiated.

Information on how to access support for Candle /390 & z/OS products will vary by geo and will be explained in detail below.

In the event maintenance is not purchased, IBM's warranty will provide access to IBM databases containing information on known Program defects, defect corrections, restrictions, and bypasses at no additional charge. IBM will maintain this information for at least one year after the original licensee acquires the Program (3Warranty Period3).

In addition, Candle z/OS products have

been added to the SoftwareXcel and ww Support Line offerings, so IBM customers with those offerings can utilize those delivery vehicles as for support as well.

See the Summary table below:

Support for /390 Products Acquired from Candle

Geo	Voice	Electronic
A.P.	In Country Tivoli Phone Number except Japan Japan Candle Number: 0120-715099	Australia/New Zealand: IBMLink In other countries, electronic access is not available
Canada	800-IBM-SERV, Option 2	Logon to ServiceLink
EMEA	In Country Phone Number	1. www.ibm.com/support 2. Select 'Open or Manage Service Requests' 3. Select: - Country - "Software" - 'z/OS - z/VM - OS/390 – VM' - Note : may need to register
LA	In Country Phone Number	1. https://techsupport.services.ibm.com/ssr/ssr.slprob 2. Select 'Submit a PMR' 3. Select 'N/A' 4. Select 'Telesuporte zSeries' or 'Candle Legacy' from the list of services shown. 5. Insert problem details on the problem entry form **Note:** IBM Id is required. After obtaining the IBM id, (from the same address at 1 above), registration is required. Contact local country number found in http://techsupport.services.ibm.com/guides/cnts_latamerica.html
U.S.	800-IBM-SERV	If Customer does not have a SoftwareXcel contract: 1. http://www.ibm.com/software/support/probsub.html 2. Will need to register If Customer has a SoftwareXcel Contract, ServiceLink may be used to submit problems

Support Options for Distributed Products Acquired from Candle

As part of the transfer of Candle Legacy non-S/390 Software into IBM Support, Candle non-S/390 Support contracts are now under Software Maintenance. Software Maintenance is designed to provide comprehensive, high quality remote technical support to your IS organization. Remote technical support allows you to obtain assistance from IBM for product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. This offering does not extend the announced end of service date (program services) and the remote technical support included in this offering will be provided until the end of service date for a product. It is also not intended as an end-user support offering. It is designed to supplement your support staff skills by providing telephone and/or electronic access to IBM's technical support knowledge bases and technical product specialists. For more details see IBM Software Maintenance under Enhanced Support.

IBM SUPPORT FOR THE MICROMUSE LEGACY PRODUCTS

At least for the time being, the products acquired from Micromuse will continue to use the existing Micromuse Support Structure. For more information, see http://www.micromuse.com/custserv/customer_support.html.

ISOGON PRODUCT SUPPORT

IBM Support for the /390 & z/OS Products Acquired from Isogon

Support for Isogon Legacy /390 & z/OS Software products under existing Isogon agreements will be provided by IBM Support.

A unique support model has been created to provide the necessary voice/electronic, usage/defect support for Isogon products still subject to the terms of existing Isogon support contracts. Existing Isogon support contracts will be in effect until they terminate or are migrated to an IBM support agreement.

Information on how to access support for Isogon /390 & z/OS products will vary by geography and will be explained in detail below.

In the event maintenance is no longer in effect, IBM will provide access to IBM databases containing information on known Program defects, defect corrections, restrictions, and bypasses at no additional charge. IBM will maintain this information for at least one year after the original licensee acquires the Program.

In addition, some of Isogon z/OS products have been added to the SoftwareXcel and ww Support Line offerings, so IBM customers with those offerings can utilize those delivery vehicles as for support as well.

Support Options for /390 & z/OS products Acquired from Isogon

For Customers Renewing Support Contracts in 2006

Only electronic support is being offering to customers that renew old Isogon support contracts rather than convert to IBM support contracts. Problems can be opened at http://www-306.ibm.com/software/support/probsub.html. Choose the Isogon option towards the bottom of the screen. Registration is required.

For Customers with Time Remaining on Legacy Isogon Contracts

Problems can be submitted using the standard in-country phone numbers and electronic access that you would use for your zSeries products. Within the US, Customers without SoftwareXcel contracts can submit problems electronically using the internet: http://www-306.ibm.com/software/support/probsub.html (registration is required)

Support Options for Distributed Products Acquired from Isogon

As part of the transfer of Isogon Legacy non-S/390 Software into IBM Support, standard Software Maintenance is being provided for Isogon IFOR support contracts which are still in effect. For more details see IBM Software Maintenance under Enhanced Support.

Problem submission for Isogon's Vista product will be provided via voice only (no web-based problem submission will be available). See in country phone number on http://www.ibm.com/planetwide/. Support

will otherwise be provided in accordance with IBM's standard Software Maintenance. Software Maintenance is designed to provide comprehensive, high quality remote technical support to your IS organization. Remote technical support allows you to obtain assistance from IBM for product-specific, task-oriented questions regarding the installation and operation of currently supported IBM software products. This offering does not extend the announced end of service date (program services) and the remote technical support included in this offering will be provided until the end of service date for a product. It is also not intended as an end-user support offering.   It is designed to supplement your support staff skills by providing telephone and/or electronic access to IBM's technical support knowledge bases and technical product specialists. For more details see IBM Software Maintenance under Enhanced Support.

I So Gone

Technical support is available online by visiting the IBM PCD Support Web site at   http://www.ibm.com/pc/support   On the home page of the web site, just click "Submit a Request." Choose your location and brand and click "Continue." When submitting a question, please include your computer's type and model number, the operating system and version you are using, and as much detail as possible regarding your individual situation.   At the PCD Support Web site, everyone has unrestricted access to all of the downloadable files, FAQs, technical publications, and numerous hints, for any computer type, simply by entering the machine Type-Model number (e.g., 2611-450) into the "Quick path" box or by navigating by brand of machine or category of information.

TROUBLESHOOTING: Information contained in the Troubleshooting section will help you diagnose and resolve technical problems quickly and easily by giving you access to the same tools used by IBM Support Center specialists. The Trouble-shooting area will guide you through preliminary steps to help you determine the source of the problem. In addition, many recommended next steps link to IBM's extensive online library, providing easy access to supporting information within the framework of the diagnostic process.

AUTOMATED SOLUTIONS: Our Automated Solutions are powerful diagnostic utilities which can be quickly downloaded to your machine and run to optimize system performance and possibly fix network connectivity, printer, audio, hard disk drive, and intermittent lockups and hangs problems. The first time an automated solution is run, two ActiveX controls (plug-ins) may be downloaded and installed on the computer. An automated solution will not send any personal information (such as names, files, or applications) to IBM unless it is explicitly mentioned in the solution and will never install any spyware or adware programs. To view the complete list of Automated Solutions, please visit URL: http://www.ibm.com/pc/support/site.wss/document.do?lndocid=MIGR-39417

WORLDWIDE HELPCENTER PHONE SUPPORT: You can also call our Support Center for one-on-one technical assistance or to order Recovery CDs. However, there may be a small charge for this service depending on the warranty status of your system.   See the following URL for a list of the WorldWide HelpCenter phone numbers and hours of operation:

http://www.ibm.com/pc/support/site.wss/document.do?lndocid=YAST-3P2QYL

If you are in need of service on your system, please check the following Web site for the authorized IBM Dealer/Servicer near you:

http://www.ibm.com/pc/support/site.wss/document.do?lndocid=MIGR-44986

Comparison of Various Levels of Software Support Services

Defect	Support Line SWMA/Passport Advantage[1]	Remote Technical Support	Consult Line
Individual reported errors during a product install	Installation assistance (i.e. clarification of a single step in a process)	Outline exact steps to add a new device	In-depth review, recommendations or configuration of parameters in a complex environment
How to diagnose reported problems	General guidance for product installation. Assist with general questions on product usage and operation	Analyze system reports(e.g. Traces) and provide recommendations	Review performance data sent in for analysis. In-depth performance analysis/tuning.
Problem determination, problem source identification, dump trace analysis	Interpret manuals regarding IBM Code and application interface	Interface with third party to assist in resolving network connectivity problems(may be via dial-in or voice)	Upgrade planning
Assist with diagnosing interfaces between IBM Code and application	Interpret publications on the use or purpose of a User Exit. Provide a sample if one exists.	More complex or detailed questions than those covered by Support Line	Capacity planning or review of customer plan
Assist with diagnosing the interfaces between IBM Code and User Exit programs	Provide available configuration samples	Provide instructions on how to collect necessary documentation (for non-IBM problems)	Diagnose or review the user application code without a specific reported IBM error
Assist with incorrect publications via a reporting error	Interpret and clarify publications	Review configuration and recommend corrective actions	Diagnose or review user exit code or write it(excluding the interfaces within the scope of defect support)
Questions/recommendations on maintenance levels, PTFs, APARs	General questions on maintenance philosophy	Basic review, recommendations or configuration of parameters	Write samples (e.g. Application programming)
No trouble found, problems, or errors (non-recreateable error)	Short duration, general usage assistance questions	Analyze trace when non-IBM problem is suspected	Perform or provide step-by-step Assistance(e.g. Recover a database;HSM and VSAM catalogue recovery;network configuration, data recovery)
Provide guidance on collection of documentation to resolve problems	Provide instructions on how to collect necessary documentation		Guide through or analyze requirement for application of system maintenance(beyond short duration how-to)
(Customer documents may be required by Defect Support Group)	(Customer documents or data may be required)	(Customer documents or data may be required)	(Customer documents or data may be required)

Revision 9 Jan/04 *Other options, including on-site assistance, are available. Contact SFIC at 1-800-465-9600, option #3

[1] Support Line applies to zSeries, Linux and Microsoft O/S and storage products. SWMA applies to iSeries and pSeries O/S products. Passport Advantatge applies to Middleware products

The following terms and acronyms are used frequently in the course of solving customers' problems.

APAR
Authorized Program Analysis Report. A formal report to IBM development, of a problem caused by a suspected defect in a current unaltered release of an IBM program.

ALC
Annual License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

CALL
A single telephone call from the Customer Authorized Caller to the Support Center. An incident may involve one or many telephone calls

CBPDO
Custom Built Product Delivery Option. OS/390 deliverable which can include product and service, but is used by many Customers as a vehicle for preventive service

CCC
Call Center Coordinator. CCC is a term within Lotus for people who will dispatch or triage all customer incidents

CONSOLE
A Lotus Support function which routes phone messages, handles expired Support ID's and answers support entitlement questions

CSD
Corrective Service Delivery. Means by which some products deliver their service.

CUSTOMER CRITICAL PROBLEM
Means a problem for which you have no known work around resulting in a critical disruption in your business operations.

EMEA
IBM Geographic unit consisting of Europe, Middle East, and Africa

END OF SERVICE DATE
The date when IBM will no longer support, update, patch or maintain a product.

ESO
Expanded Service Options. OS/390 service deliverable used by many Customers for preventive service

ESP
Early Support Program. A program where customers get a pre release level of a product in order to help IBM evaluate the fitness of the product and the readiness of IBM support

FIN
Fixed-If-Next. An APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

FIX PACK
A cumulative collection of all fixes available to registered customers since the last release of the product. It can include fixes that have not been previously released and can span multiple products or components. A fix pack can be applied on top of any previously shipped maintenance to bring the system up to the current fix pack level.

FSS
Field Support Services provided by a Lotus Support Field representative who engage in short term technical projects for customers

FSU
Fast Service Upgrade. A process for upgrading an installed VSE release level with a newer one.

FTP
File Transfer Protocol. Method for transferring files to or from IBM and Lotus and their Web sites

FULLSHIFT
Means 24 hours a day, seven days a week, including national holidays.

HIPER
High Impact Pervasive. An APAR that describes a serious problem or one that has a wide spread impact. The APAR should be reviewed and if applicable, the PTF should be installed as soon as possible.

IBM
International Business Machines. Undisputedly the largest software

developer, anywhere in the world.

ICA

IBM Customer Agreement. An agreement under which IBM software products are licensed. The ICA is signed by the Customer and by IBM.

INTERIM FIX

A tested and verified fix available to registered customers. It can contain fixes for one or more product defects (APARs). The associated APARs are closed

IPLA

International Program License Agreement. An agreement under which IBM software products are licensed. The IPLA is shipped with the product and does not require signatures.

iSeries

Integrated Series from IBM, based on the AS400 technology

Lotus Knowledge Base

An interactive, web-based support tool allowing a Customer to search for specific support information

MLC

Monthly License Charge. Pricing methodology for some software products, primarily mainframe, which uses monthly payments

MR

Maintenance Release - Each time a new feature release for a Lotus

product is introduced to the market, a subsequent trail of regularly scheduled bug fix releases are typically provided. At Lotus this is called a maintenance release. A maintenance release is denoted by the use of a third digit in the release number

MU

Maintenance Update. An MU is a Lotus term for a small release, with only a few fixes, or perhaps just one fix. An MU is represented by an additional letter. For example, the MU for R5.0.4 was R5.0.4a

OFF-SHIFT

Means all hours outside of Prime Shift
(please see Prime Shift definition)

OS/390

Mainframe server platform built on the MVS family of products

OTC

One Time Charge. Pricing methodology for most software products which are purchased by a single payment at the time the product is acquired.

PD

Problem Determination. The process of isolating the source of a suspected problem to hardware or software.

Pervasive

Designation of an APAR which has the potential to affect many Customers

PLC

Primary License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

PMP

Preventive Management Planning.

PMR

Problem Management Record. A record of the activities performed during the course of resolving a customer reported problem. Customers with access to IBMLink can view their PMRs.

PRIME SHIFT

Means standard IBM business hours in the local time zone where you receive the Service (for example, 8 a.m. To 5 p.m. Monday through Friday), excluding national holidays.

pSeries

Performance Series from IBM, based on the RS6000 technology

PSI

Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.

PSLC

Parallel Sysplex License Charge. A special software pricing methodology for mainframe Customers receiving the benefits of the parallel Sysplex technology.

PSP

Preventive Service Planning. A facility that contains information concerning a product's installation or service. A PSP entry consists of upgrades and subsets.

PSP

Personal Software Products. The software platform including the OS/2 family of products

PTF

Programming Temporary Fix. A fix to a reported defect that can consist of documentation and/or code. A PTF is temporary only in the sense that it disappears with the next release of the product, when the patch is integrated into the base product code

REFRESH PACK

A cumulative collection of all of the function and fixes that are available to registered customers since the last release of the product. The function and fixes may not have been previously released, and can span multiple products or components. A refresh pack can be applied on top of any previously-shipped maintenance to bring the system tup to the current refresh pack level.

RLC

Recurring License Charge. A method of paying for some IBM software products.

RMP

Recommended Maintenance Package. Service deliverable for RS/6000 which allows the preventive installation of a set of IBM recommended fixes between maintenance levels

RSU

Recommended Service Upgrade. Service deliverable for OS/390 and VM which allows the preventive installation of a set of IBM recommended fixes

SID

Support ID. A unique number that identifies a Designated Caller or set of callers. This ID is used by the Lotus telephone system to automatically verify entitlement.

SPOC

Single Point of Contact

SPR

Software Problem Report. A record in the Lotus software problem reporting system that is used to track an identified software problem – similar to IBM's APAR, however an SPR may also be used within the incident tracking database to classify an incident's status.

SSA

System Support Agreement. An expanded maintenance agreement which includes some level of enhanced software support services, normally replaced with Service Suite

STATUS

The most recent assessment of an incident's/PMR's current place in the resolution process

SUF

Service Upgrade Facility. An OS/390, VM, and VSE tool announced in 1997 which uses the Internet to help automate preventive and corrective service application.

SVP

Suggested Volume Price. A letter between C and H which gives the Customer's discount level in the Passport Advantage program

UR1

Unable to be reproduced on the next product release. Like "FIN", this APAR closing code is also used for an APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Customer and IBM)

TEST FIX

A temporary or uncertified fix with limited IBM testing that is provided to one or more customers for testing purposes. It is not available to all registered customers. The associated APAR is not closed.

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