

The following information has been sent via e-mail to all persons identified as support users with current maintenance agreements on January 20th, 2009.

Clarification: Starting on **Monday, February 2, 2009**, please contact IBM Rational Software Support for all your Telelogic product support needs. The Telelogic License fulfillment web pages will remain available via Telelogic until Feb 28, 2009.

Welcome – The Telelogic product support transition to IBM Rational Software Support is now complete!

Starting on **Monday, February 2, 2009**, please contact IBM Rational Software Support for all your Telelogic product support and license fulfillment needs.

PLEASE NOTE: Your company must have an active maintenance subscription agreement to access IBM Rational Software Support.

IBM Rational Software Support may be accessed via the web, telephone or by email, as described below:

Web Access – Online Support Resources

Online support for Telelogic products is now available via the IBM Rational software support site located at
<http://www.ibm.com/software/rational/support/index.html>.

We highly encourage you to download the Telelogic Software Support browser toolbar, which will simplify and ease your transition to the IBM online resources for Telelogic products. You may download the toolbar at
<http://support.telelogic.com/toolbar>.

For your convenience, a single reference site for all Telelogic support resources on IBM.com is located at
<http://www.ibm.com/software/rational/support/telelogic/>.

Web Access – Case Management

Electronic Service Request (ESR or SR), IBM Software Support's online service request system, is the fastest and most convenient method of accessing IBM support. It allows authorized users to submit, review and update information for any IBM software service request.

The Site Technical Contact (STC) for your company authorizes individuals of your company to use this system. If you have not already been granted access to the ESR site, please contact your STC.

You and your authorized users may access ESR by visiting <http://www.ibm.com/software/support/probsub.html> and selecting the ESR/SR hyperlink.

To learn more about ESR, we recommend visiting the ESR Help Site at <http://www.ibm.com/software/support/help.html>. Please notice the ESR/SR Site Tours hyperlink at the bottom of the page. These tours provide how-to instructions using screen shots and animation to help you get the most out of our site.

Email Access

Users may initiate and update support requests by email by sending their request to one of the following email addresses, based on the geography of your company:

Americas	sw_support@us.ibm.com
Europe, Middle East, Africa	sw_support_emea@nl.ibm.com
Asia Pacific	sw_support_ap@au1.ibm.com

To prevent delays in processing your request for support, please include your ICN and the name of the product in the body of the email.

Telephone Access

Users may contact IBM Software Support centers via telephone. Please consult IBM's Directory of worldwide contacts web page for the telephone number that is local to your area. The directory is located at <http://www.ibm.com/planetwide>.

Download the One-Page Support Reference Guide

A one-page reference guide about how to contact IBM Rational Software Support in your geography is available from the Rational Support – Telelogic support overview page located at <http://www.ibm.com/software/rational/support/telelogic/>.

License Fulfillment Changes

In February, 2009, customers will fulfill license keys for all Telelogic orders (new and previous) through the Rational License Key Center, an automated self-service license key fulfillment web site: <http://www.ibm.com/software/rational/support/licensing>. This service provides you 24x7 access to fulfill license keys for new orders, as well allowing you to

manage your keys for previous IBM and for legacy Telelogic orders. The License Key Center is available in English, Japanese and Korean.

IBM will email the Site Technical Contacts and the Primary Site Contacts of your company with their License Key Center passwords when the system is live for Telelogic customers.

Additional Resources

You are encouraged to review the posted Rational Support - Telelogic support overview at <http://www.ibm.com/software/rational/support/telelogic/>.

This page includes all the latest Telelogic support transition communications, Frequently Asked Questions (FAQ), as well as the details about how to begin contacting IBM Software Support.

In addition, you are encouraged to access and download a PDF version of the IBM Software Support Handbook at:
<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>.

Notice to Customers with Open Telelogic Support Cases

To ease the transition, customers with Telelogic Support cases opened prior to February 2, 2009 may continue to interact with Telelogic Support through the pre-IBM support channels until February 27, 2008. No new cases will be accepted via Telelogic support channels starting on February 2, 2008. During this time period, we expect most of the existing cases will be successfully closed. Cases which remain open after February 27, 2009, will be migrated to IBM support case records for continued work and resolution. For more information, please discuss your specific situation with your Support Engineer.

We are confident that the transition to our world-class technical support organization will mark the beginning of a valuable and rewarding relationship with IBM. As your solutions partner, we are dedicated to your success and look forward to working with you.

Sincerely,

IBM Rational Client Support Team