

Subject: UrbanCode Support Transition to IBM Rational Software Support

Welcome to the IBM family!

This email explains what will happen over the next several months as UrbanCode Support transitions to IBM Software Support. Please review this email carefully and share it with other UrbanCode software users at your site.

You are receiving this email because our records indicate you are a recent or frequent visitor of UrbanCode Support.

As a valued UrbanCode customer, you probably know that UrbanCode is now part of IBM Rational software. The UrbanCode and IBM teams are working hard to ensure your smooth transition to IBM Software Support. The transition effort has commenced, and we would like to keep you informed of important information regarding how you receive technical support.

For now, please continue to contact UrbanCode Support as you have in the past for your technical support needs.

Beginning on 14 October, 2013, all new technical support requests should be initiated through IBM support contact methods.

Support Transition Communications

UrbanCode and IBM have designated a Site Technical Contact (STC) who will be responsible for ensuring that your company's personnel understand how to engage and work with IBM remote technical software support.

All communications which enable the support relationship between your company and IBM Software Support will be sent directly to the STC, who is then asked to communicate this information to the appropriate UrbanCode software users. This information includes:

- 1) The IBM Customer Number (ICN) which you will use to identify your account when contacting IBM Software Support. The ICN is used in our IBM entitlement systems to validate your support.
- 2) The initial STC credentials for accessing IBM Software Support's online web portal. Your STC controls the Authorized Callers list, and the STC will need to establish and manage your authorization in order for you to access this portal.

You are also encouraged to review the latest news about the UrbanCode and IBM support transition posted at:

<http://www.ibm.com/software/rational/support/urbancode/>

This site will be updated with key transition information including the latest UrbanCode support transition communications, Frequently Asked Questions (FAQ), as well as the details about how to begin contacting IBM Software Support.

In addition, you can 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>

Next Steps

A final e-mail with important details about accessing IBM Software Support will be sent in October prior to the 14 October 2013, cutover to IBM Support. This e-mail will describe how to use your ICN to access IBM Software Support via voice, e-mail and web.

Again, welcome to IBM! We are certain 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,

John Banks-Binici
Director, WW Client Support Delivery
Rational Client Success