



# CUSTOMER SUPPORT PLAN

Prepared for :

This document communicates IBM technical support available to you, the procedures for obtaining support, and information on contacting IBM.

You will find information on IBM Web support, hardware and software reporting procedures, escalation processes (including a chart defining severity levels), team members' roles and responsibilities, as well as information available by phone.

## Your IBM Sales and Support Team

### Sales Team

This team has primary responsibility for selling to and supporting our customers. The Sales Team also has overall responsibility for customer satisfaction.

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>E-Mail</b>
Phil Dasilva	Client Executive, Higher Education	905-316-5975	pdaliva@ca.ibm.com
Farrah Pirani	Client Representative - Higher Education	289-333-3010	fpirani@ca.ibm.com
Liz Valliant	System X Account Manager - Ontario Education	416-478-8662	valliant@ca.ibm.com
Raman Dua	System X Inside Sales - Ontario Education	289-333-7708	ramandua@ca.ibm.com
Shane Moore	System P Specialist	905-316-1524	shanem@ca.ibm.com
John Beal	Software Sales Specialist	416-478-8257	jbeal@ca.ibm.com

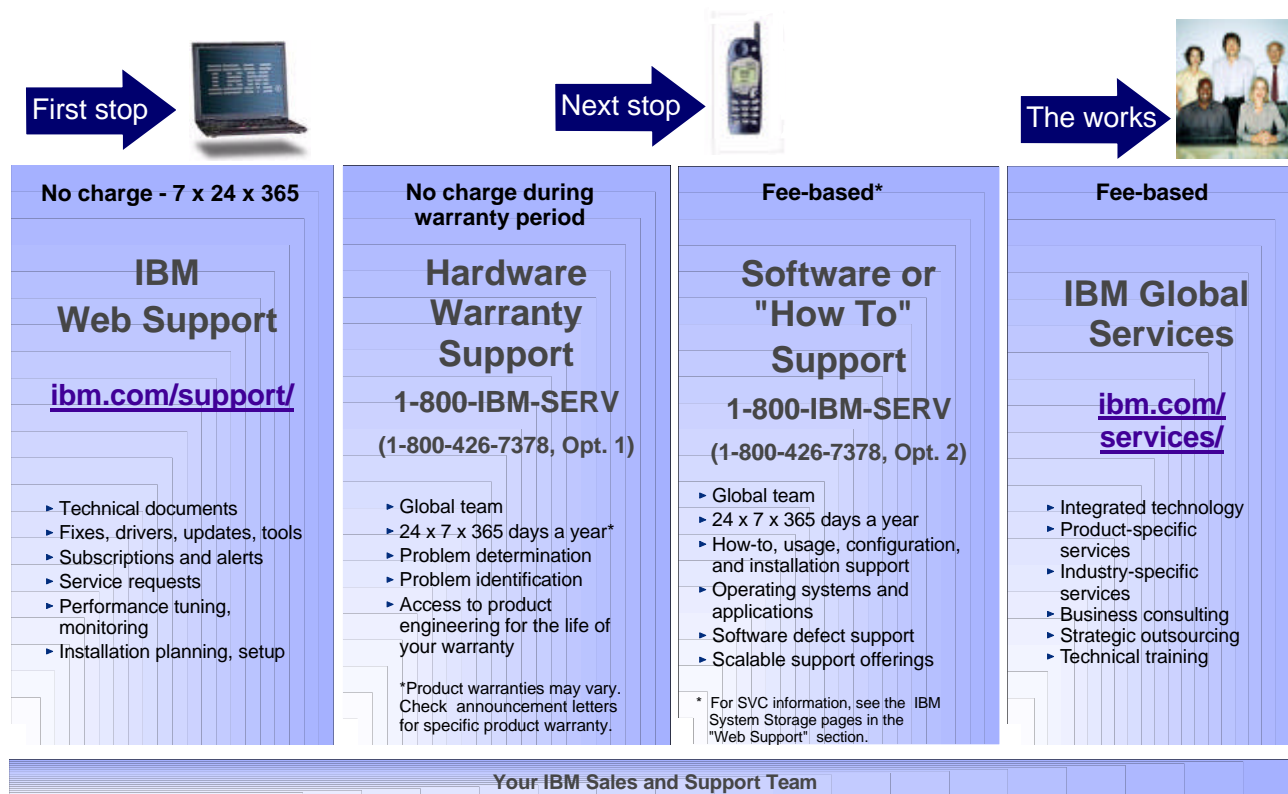
### Technical Sales Team

Technical Sales Specialists are responsible for proactively promoting products, solutions and technology sales by working with and establishing partnerships with key customer technical personnel. They provide detailed technical information to assist with the sale.

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>E-Mail</b>
Paul Santos	Technical Sales Specialist, System X and BladeCenter	905-316-2878	psantos@ca.ibm.com

## Overview of IBM Technical Support Structure


From IBM's very largest customer to the individual consumer, the Web (<http://ibm.com/support>) is key to enabling e-relationships any time, day or night. Below is an overview of IBM's customer technical support structure:



### IBM's Business Process Breadth Unmatched

"Of the major technology vendors, none can match IBM's 'business process' breadth, which ranges from the vertical market expertise of IBM Business Consulting Services [BCS] to the supporting infrastructure of its On Demand Operating Environment." *Summit Strategies, April 2005*

## Your first stop for IBM support . . . for all systems and software . . . Web Support <http://ibm.com/support/>

<b>Search technical support</b> Enter search terms, part number or <a href="#">machine type-model</a> : <input type="text"/>  Search	<b>Support topics</b> <ul style="list-style-type: none"><li>➔ <b>Downloads and drivers</b> Find drivers, software fixes and updates<ul style="list-style-type: none"><li>• Trials and betas</li><li>• Multiple file download for personal computing</li></ul></li><li>➔ <b>Troubleshooting</b> Find solutions to the most common technical problems</li><li>➔ <b>Product publications</b><ul style="list-style-type: none"><li>• Redbooks</li><li>• Information centers and libraries</li></ul></li><li>➔ <b>Warranties and maintenance</b></li></ul>
<b>Support by product</b> <ul style="list-style-type: none"><li>• Personal computing</li><li>• Software</li><li>• Servers</li><li>• Storage</li><li>• Printing systems</li></ul>	
<b>Electronic tools</b> <ul style="list-style-type: none"><li>• Open a service request</li><li>• Access Electronic Service Agent</li><li>• Access premium services</li><li>• Purchase / upgrade tools</li></ul>	

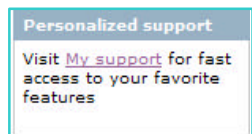
Use the URL above or go to individual brand



support Web sites identified in this document's brand page(s). The IBM<sup>(R)</sup> technical support portal offers you **support 24 x 7 x 365**. Use this site as your starting point to find tools and resources that help streamline support, such as the resources listed to the left.

**MySupport** Personalize your IBM support experience here.

Information displayed will be based on products you have entered into your



profile through "Add products" and "Edit profile." MySupport requires an IBM ID. Register at <https://www.ibm.com/support/mysupport>

**Submit a service request for hardware or software** Entitled customers\* with Support Line contracts, maintenance agreements, and/or warranty may submit a service request for hardware or software problems directly to IBM without having to call 1-800-IBM-SERV. The Electronic Service Call Plus (ESC+) service allows customers to track the service request's progress, update the problem ticket, and close the ticket. The link to "Open a Service Request" is located on the IBM home page under "Get support" at <http://ibm.com>

\*All IBM clients and Business Partners in the US and Canada plus some Latin American countries

**Offering Information** - This is your way to search for offerings from IBM -- announcement letters, Sales Manual, press releases, white papers, and more.  
<http://www.ibm.com/common/ssi>

**iSource** - *iSource* delivers updated information about industry news, On Demand Business, and IBM product information that is important to you -- at no charge. *iSource* uses your own selections to customize the IBM e-mail you receive, and you can change your preferences whenever you please. Major news categories include announcement letters, special promotions, news digest, and press releases. To receive *iSource*, simply sign up at <http://isource.ibm.com/world/index.shtml>

**IBM Electronic Service Agent<sup>(R)</sup> (ESA)** -- This server monitoring tool -- for Systems z, p, i, and x -- proactively monitors hardware events such as system errors, performance issues, and inventory change -- around the clock.

Your company support team can install this agent at no charge or IBM can install it for a fee. To check if you have Electronic Service Agent on your system, find your system type in the "Service Agent" section of <http://ibm.com/support/electronic> then read your system's user guide.

### Don't overlook Redbooks!

IBM<sup>(R)</sup> Redbooks<sup>™</sup> are "how-to" guides to technical information, and Redbooks








Online! is THE Web source for finding information on IBM solutions and offerings. View and download the complete Redbook you want one of two ways: 1) do a quick keyword search for a listing of IBM Redbooks, Redpieces, and Redpapers; or 2) browse through preselected categories at <http://www.redbooks.ibm.com>

## IBM System x, xSeries, BladeCenter, and IntelliStation Web Support

<http://www.ibm.com/servers/eserver/support/>

Select your product family

 <ul style="list-style-type: none"><li>• x86 servers for Windows and Linux<ul style="list-style-type: none"><li>- IBM System x™</li><li>- xSeries®</li><li>- eServer 325 and 326</li><li>- Cluster 1350</li></ul></li></ul>	 <ul style="list-style-type: none"><li>• UNIX servers<ul style="list-style-type: none"><li>- IBM System p5™</li><li>- eServer p5</li><li>- pSeries®</li><li>- RS/6000®</li><li>- eServer OpenPower™</li></ul></li></ul>
 <ul style="list-style-type: none"><li>• System i5<ul style="list-style-type: none"><li>- IBM System i5™</li><li>- eServer i5</li><li>- iSeries™</li><li>- AS/400®</li></ul></li></ul>	 <ul style="list-style-type: none"><li>• Mainframe<ul style="list-style-type: none"><li>- IBM System z9™</li><li>- zSeries®</li><li>- S/390® G5 and G6</li><li>- S/390 Multiprise</li></ul></li></ul>
 <ul style="list-style-type: none"><li>• Blade servers<ul style="list-style-type: none"><li>- BladeCenter®</li></ul></li></ul>	

The IBM support site delivers comprehensive, up-to-date technical information for your specific support needs. You now have multiple ways to navigate through technical information, categorized so you can go directly to the product support you need.



For IntelliStation<sup>®</sup> support, see <http://www.ibm.com/servers/intellistation/pro/already.html>

Once you select your server model, you can view four support options, each with a variety of individual topics.

Troubleshooting Download Install and use Plan or upgrade

### Troubleshooting Highlights:

- **RETAIN Tips:** Receive information on IBM Service bulletins.
- **MySupport:** Register for notifications on servers, switches, BIOS, firmware, and driver updates.
- **Warranties:** Check machine warranty and warranty upgrade status.
- **Submit a service request:** Electronically submit a Service Request for hardware or software.
- **Watch movies** about installing/removing CRU (customer replaceable unit) parts.

### Download Highlights:

- **Fixes and drivers:** Critical updates; firmware updates; software, drivers
- **Tools and utilities**

### Install and Use Highlights:

- **Product documentation:** Guides for installation, problem determination, and configuration
- **Redbooks and white papers**
- **Parts information**
- **Education and training**

### Plan or Upgrade Highlights:

- **Migration and upgrade:** Configuration tools, installation services, parts information, ServerProven™
- **Capacity planning:** Racks, power, interconnects, and storage
- **Maintenance planning:** Services

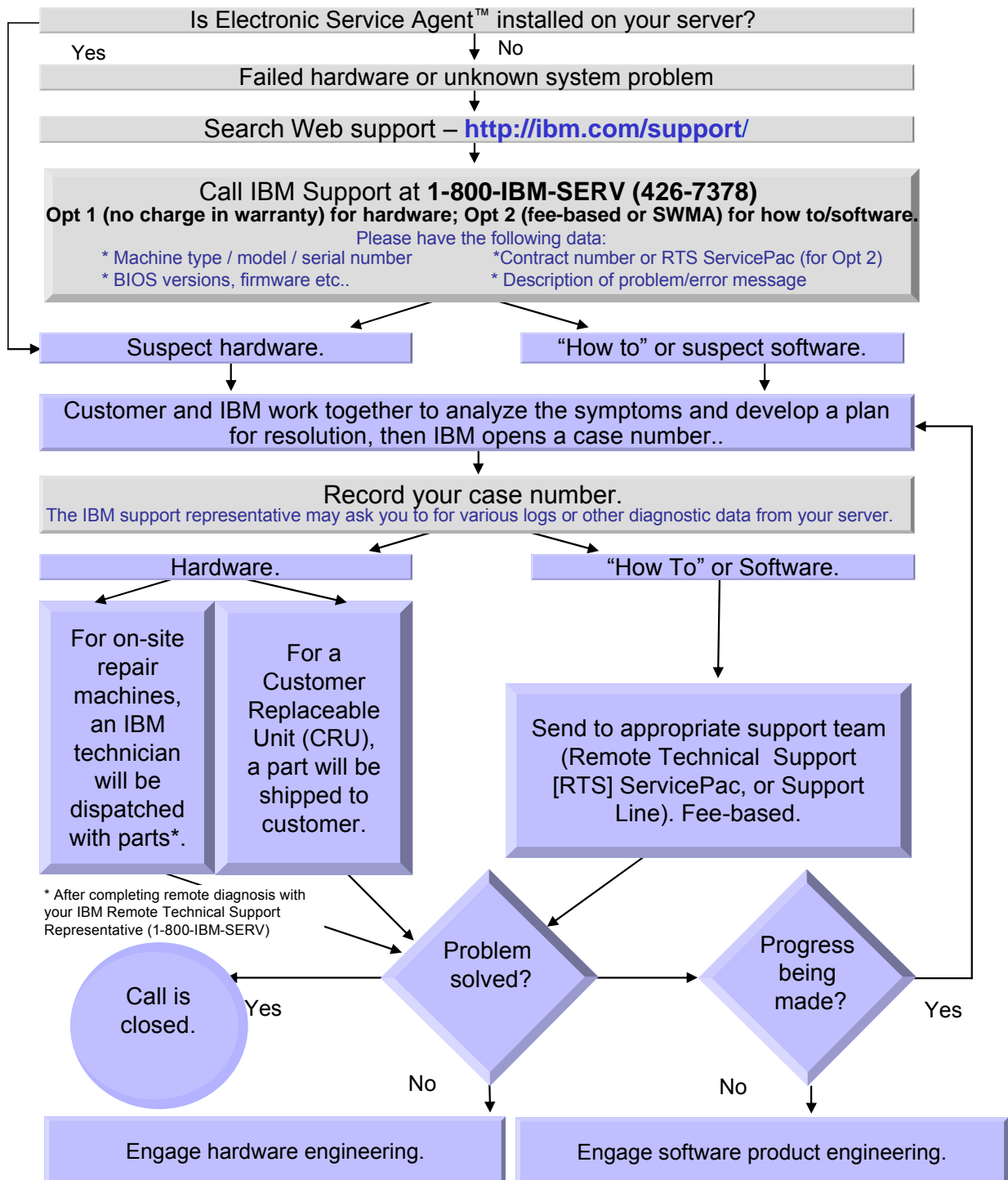
### Tools and Utilities

IBM's comprehensive set of tools helps keep your servers running at peak performance and helps lower IT costs. -- to facilitate initial system configuration / deployment, monitor hardware health, manage the distributing updates, and enable rapid remote troubleshooting.

- IBM ServerGuide™
- IBM ServerGuide Scripting Toolkit
- IBM Update Express
- IBM Electronic Service Agent™
- IBM Director Agent
- IBM Diagnostic Capture
- IBM Tape Tool
- IBM Virtual Machine Manager
- IBM Tape Drive Management Assistant
- IBM Real-time Diagnostic
- IBM Dynamic System Analysis
- IBM Configuration Tool

## Support Flow Chart for IBM Hardware and Software

For customer actions, see gray boxes. For IBM action, see blue boxes.



NOTE: If you need escalation, call **1-800-IBM SERV** (with your case number and a case history) and ask for the **National Duty Manager**.



## Support for IBM Hardware



First, make sure you have searched hardware Web support.

Our technical support portal -- <http://ibm.com/support/> offers you self-service 24 x 7 x 365, with its powerful, cross-IBM offering knowledge base.

If you don't find the hardware information that you need with Web support:

- **Call IBM Service at 1-800-IBM-SERV (426-7378).** Your first call will connect you to your IBM Remote Technical Support Center Representative, who will help diagnose your hardware problem and, if not resolved, will create a plan to resolve it, including recommending parts (if appropriate) to the IBM System Services Representative (SSR) responsible for supporting your IBM hardware. The Service Delivery Manager or Duty Manager can assist you with any service issues.
- **Or . . . submit a service request online.** Entitled customers\* with Support Line contracts, maintenance agreements, and/or warranty may submit a service request for hardware or software problems directly to IBM without having to call 1-800-IBM-SERV. The **Electronic Service Call Plus (ESC+)** service allows customers to track the service request's progress, update the problem ticket, and close the ticket. The link to "Open a Service Request" is located on the IBM home page under "Get support" at <http://ibm.com>

\*All IBM clients and Business Partners in the US and Canada plus some Latin American countries

### Before contacting IBM support

To help IBM support technicians more quickly determine/resolve your problem, please have the following information handy:

1. **Your machine's model number, machine type, and serial number**
2. **BIOS revisions (if appropriate)**
3. **A definition of the problem:** Being able to articulate the problem and symptoms before contacting support will help expedite the problem solving process. Helpful background information might include:

- Has the problem happened before?
- What steps led up to the failure?
- Can the problem be recreated?

4. **The problem's business impact (severity).** To the right are guidelines for choosing the correct severity;

### Placing the call

Once you have gathered the appropriate information, you are ready to place a call. Dial 1-800-IBM-SERV and select the appropriate option:

- **HARDWARE:** Use Option 1 (HW) for warranty-related hardware issues. Resolving these calls typically involves replacing parts.  
Do not use Option 1 for configuration, usage, or installation questions.
- **SOFTWARE:** Use Option 2 (SW) for fee-based software support, including questions on installing, using, and configuring both the software and the hardware

Severity 1 CRISIS	The system (or a major application or component) goes down, critically impacting a client's ability to do acceptable business. No bypass alternatives are available. Severity 1 requires total commitment of equipment and personnel by the client and vendors to resolve the problem.
Severity 2 MAJOR	A problem that causes a severe operational impact. Bypassing the problem is possible but not feasible. Severity 2 requires that the failing component be made available for repair.
Severity 3 MINOR	Any problem causing restricted function or minor impact on performance. Bypassing the problem is both possible and feasible. Deferred maintenance may be acceptable.
Severity 4 BYPASSED	A circumvented problem. The problem's impact is non-critical and does not affect operation. Deferred maintenance is acceptable.

### Placing the call, continued

After you have selected your option, your call will be passed through to an entitlement agent.

You will be asked for entitlement information, such as your system serial number or your customer number, so that we can verify your entitlement to the service.

Once confirmed, we will then ask you a few questions to help document the problem you are experiencing, then transfer you directly to a technical specialist. (For most TotalStorage products, a specialist will call you back.)

**In most cases, if you are not sure if the problem is with hardware or software, call 1-800-IBM-SERV (426-7378), Option 1. For SVC, select Option 2.**

**IMPORTANT:** Record your case number, then verify it with the IBM support staff, who can dispatch a hardware Customer Service Representative if necessary.

*IBM is not responsible for lost data or software and is not required to advise or remind you of appropriate backup, security, or other procedures. Before IBM repairs your IBM eServer™ or TotalStorage<sup>(R)</sup> device, it is your responsibility to:*

- Back up the data and software on the hard disk drive(s) and any other storage device(s) in the product.
- Remove any removable media.
- Reload data and software.

### Escalation

The National Duty Manager (NDM) is responsible for delivering maintenance and services to IBM customers 7 x 24 x 365, including service delivery outside of normal business hours. The NDM also works to ensure IBM efficiently and effectively coordinates available resources. The NDM responds to escalations from clients and IBM personnel, providing assistance and situation management as needed. You may reach the National Service Delivery Manager at **1-800-IBM-SERV (426-7378)**.

### Machine warranties and license information

All IBM<sup>(R)</sup> eServers ..... [http://www.ibm.com/servers/support/machine\\_warranties/sbp\\_servers.html](http://www.ibm.com/servers/support/machine_warranties/sbp_servers.html)  
IBM TotalStorage<sup>(R)</sup> ..... [http://www.ibm.com/servers/support/machine\\_warranties/sbp\\_storage.html](http://www.ibm.com/servers/support/machine_warranties/sbp_storage.html)  
IBM Printing Systems ..... [http://www.ibm.com/servers/support/machine\\_warranties/sbp\\_printingsystems.html](http://www.ibm.com/servers/support/machine_warranties/sbp_printingsystems.html)  
Personal Computing (Net Vista, ThinkPad) ..... [http://www.ibm.com/servers/support/machine\\_warranties/sbp\\_personalcomputing.html](http://www.ibm.com/servers/support/machine_warranties/sbp_personalcomputing.html)

### In-Warranty Upgrades / ServicePacs

IBM provides base warranty coverage and in-warranty service upgrades for all IBM products. Available for IBM machines purchased in the U.S., in-warranty service upgrades must be purchased during the original product warranty period. The service period begins with the equipment purchase date.

<http://www-1.ibm.com/services/us/index.wss/offering/its/a1001480>

Option	Coverage hours	Technician on site
24 x 7 x 2	24 x 7 x 365	Scheduled within 2 hours*
24 x 7 x 4	24 x 7 x 365	Scheduled within 4 hours*
9 x 5 x 4	8am-5pm, Mon-Fri in customer's time zone	Scheduled within 4 hours
9 x 5 x NBD	8am-5pm, Mon-Fri in customer's time zone	Next business day*

\* After completing problem determination with IBM Remote Technical Support (1-800-IBM-SERV)  
These are service objectives, not guarantees.

### Post-Warranty Maintenance Agreement (MA) / ServicePacs

For many IBM products you can extend the duration of the service with a maintenance agreement. If your system is outside its warranty period, IBM offers a variety of options with coverage for both parts and labor.

<http://www.ibm.com/services/us/index.wss/offering/its/a1001505>



## **IBM System x / xSeries Software/How-To Technical Support (Fee-Based)**

<http://www.ibm.com/pc/support/site.wss/MIGR-43272.html>

The IBM portfolio of fee-based remote support offerings provides world-class usage and defect support for many products running on System x, xSeries<sup>(R)</sup> and other OEM (original equipment manufacturer) hardware, including Microsoft<sup>(R)</sup>, Linux<sup>(R)</sup>, IBM Director<sup>(R)</sup>, VMware<sup>TM</sup>, clustering, storage area networks, disk, and tape. Via toll-free telephone or electronic access (where available), we will help you with:

• Usage and installation questions	• Configuration samples
• Product compatibility/interoperability questions	• IBM and multivendor database searches
• Interpretation of product documentation	• Planning information for software fixes
• A diagnostic information review to help isolate the cause of a problem	• Defect support (for software products only) - xSeries hardware defect via warranty service

**IBM ServicePac<sup>(R)</sup> for Remote Technical Support** -- Hardware and software support for System x<sup>TM</sup>, xSeries<sup>(R)</sup>, BladeCenter<sup>(R)</sup>, IntelliStation<sup>(R)</sup> and storage systems -- including hardware questions as well as support for Microsoft<sup>(R)</sup> Windows<sup>(R)</sup>, Linux<sup>(R)</sup>, IBM Director, VMware<sup>(R)</sup>, and Storage Manager. Access to answers is available 24 x 365 for severity 1 problems, and Monday through Friday, 8:00 a.m. to 5:00 p.m. in your local time zone, for all other questions and problems. With unlimited calls and unlimited callers, almost anyone at your company can call as often as needed and receive quick and efficient responses. <http://www-1.ibm.com/services/us/index.wss/offering/its/a1000229>

**IBM Operational Support Services - Account Advocate** -- Account Advocate is an add-on option to Support Line that provides a single support interface for remote support. With this service, you are assigned your own Account Advocate team that becomes thoroughly familiar with your business and systems environment. This team serves as your single interface for software support problems related to the products covered under your Support Line agreement. <http://www.ibm.com/services/us/index.wss/so/its/a1000147>

**IBM Operational Support Services – Advanced Support** -- Advanced Support provides the highest level of remote support available through IBM. You receive a single point of contact for hardware and software issues, proactive support to help you achieve the highest possible availability, account and problem management, monthly status calls and reports, initial on-site visit, and a customized Technical Support Plan. <http://www.ibm.com/services/us/index.wss/so/its/a1000149>

### **IBM ServicePacs for Technical Training Services**

These two new offerings help provide skills training critical to success in today's competitive environment:

- IBM ServicePac<sup>(R)</sup> for IBM Education Pack - online account  
<http://www-1.ibm.com/services/us/index.wss/offering/its/a1011762>
- IBM ServicePac<sup>(R)</sup> for System x / xSeries e-learning courses  
<http://www-1.ibm.com/services/us/index.wss/offering/its/a1011763>

#### **IBM Operational Support Services: Support Line**

Get telephone or electronic access to our highly-trained



technical support specialists, who can serve as your one source for remote software support services.

- High-quality technical support for IBM and select multi-vendor software including the Linux operating system and Linux clusters
- A supplement to your internal staff with IBM's skilled services specialists
- Fast, accurate problem resolution to help keep your IT staff productive
- Options for enhanced coverage and a single interface for remote support
- Software support for non-IBM platforms
- Includes software defect support
- Leverages IBM alliances with Red Hat<sup>(R)</sup> and Novell<sup>(R)</sup>
- Support for your international environment

<http://www.ibm.com/services/us/index.wss/offering/its/a1000030>

## **The Works ... the full range of Support and Services from IBM Global Services (IGS)**

We recognize that you need support that goes beyond resolving hardware problems. To succeed, your business needs support that offers solution optimization, maximum availability, proactive care, and access to experts. IBM<sup>(R)</sup> service and support does all that -- including quick response throughout your systems' life cycle. Visit

<http://www.ibm.com/services/fullservice.html>



### **For IBM eServers -- the Technical Support Advantage**

The Technical Support Advantage helps you gain competitive advantage and allows for expandability as you grow, whether you have a small or large IT shop. It helps to provide for things like Reliability, Availability, Serviceability with confidence in your solution.

IBM Sales Representatives or Business Partners can help you with the right IBM solution for your needs by using key leading-edge IBM centers, which can tap the full strength of the IBM Corporation for you and draw on the right technical expertise you need. Experienced IBMers are available to partner with you to design and test your solution before implementation. These centers are powered by the breadth and depth of our leadership, skills, and experience with IT infrastructures. These worldwide IBM centers are available to you via your IBM Sales Representative or Business Partner, based on your needs.

Visit <http://www.ibm.com/servers/eserver/techsupport.html> Each key area gives you powerful reasons for buying and using IBM eServer systems:

- Skills enablement - <http://www.ibm.com/servers/eserver/skilenablement.html>
- Exclusive documentation - <http://www.ibm.com/servers/eserver/exclusivedoc.html>
- Solution assurance - <http://www.ibm.com/servers/eserver/solassure.html>
- Tools and technologies - <http://www.ibm.com/servers/autonomic/>
  - Configuring tools and technologies used to create, install, and do day-to-day management of an infrastructure.
  - Optimizing tools and technologies used to help maximize resource utilization and high availability in an infrastructure.
  - Healing tools and technologies used to seek help, locate, and apply problem fixes or diagnose unusual situations or problems that have occurred.
  - Protecting tools and technologies used to help avoid intrusion and help secure an infrastructure.

Select your platform -- zSeries<sup>(R)</sup>, pSeries<sup>(R)</sup>, iSeries<sup>(R)</sup>, and/or xSeries<sup>(R)</sup> -- from <http://www.ibm.com/servers/eserver/support/>

### **Technical Training**

<http://ibm.com/training>

IT Education Services is the world's largest

IT training provider.

In the U.S. or Canada, call

**1-800-IBM-TEACH (426-8322)**

## **IBM "How To" and Software Services (Fee-Based)**

<http://www.ibm.com/services/us/index.wss/allservices>

or     **(US) 1-800-IBM-7080**  
         **(CAN) 1-800-426-2255**

You've made a big investment in IT technologies, and your software is the fuel that drives your hardware engines. To protect that investment and meet your business goals, you need reliable, high-quality software support.

IBM gives you access to a wide array of services for hardware and software products that address a variety of IT issues. Our services are designed to be flexible, making it easy for you to choose the support you need. And, if our standard offerings don't address your specific needs, we can customize a solution that will.

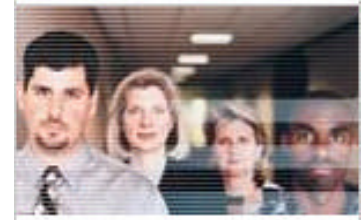
### **Operational Support Services for Software**

In addition to Support Line –

<http://www.ibm.com/services/us/index.wss/offering/its/a1000030>

IBM Global Services also offers the following software services:

- Operational Support Services: Account Advocate -  
<http://www.ibm.com/services/us/index.wss/offering/its/a1000147>
- Operational Support Services: Advanced Support -  
<http://www.ibm.com/services/us/index.wss/offering/its/a1000149>
- Consult Line -  
<http://www.ibm.com/services/us/index.wss/offering/its/a1000158>
- Onsite Technical Advocate -  
<http://www.ibm.com/services/us/index.wss/offering/its/a1000145>
- Onsite Technical Assistant -  
<http://www.ibm.com/services/us/index.wss/offering/its/a1000196>



### **Support Line**

Get telephone or electronic access to our highly-trained technical support specialists, who can serve as your one source for remote software support services

- High-quality technical support for IBM and select multi-vendor software including the Linux operating system and Linux clusters
- A supplement to your internal staff with IBM's skilled services specialists
- Fast, accurate problem resolution to help keep your IT staff productive
- Options for enhanced coverage and a single interface for remote support
- Software support for non-IBM platforms
- Includes software defect support
- Leverages IBM alliances with Red Hat<sup>(R)</sup> and Novell<sup>(R)</sup>
- Support for your international environment

<http://www.ibm.com/services/us/index.wss/offering/its/a1000030>

## A summary of IBM Services available to you . . .

For details on any of the services below, see <http://www.ibm.com/services/fullservice.html>

<b>Business Consulting Services (BCS)</b>	<ul style="list-style-type: none"><li>• Application development</li><li>• Business Intelligence</li><li>• Buy and Supply Solutions</li><li>• Customer experience/branding/usability</li><li>• Customer relationship management</li><li>• Dynamic Workplaces</li><li>• Integration solutions</li><li>• Enterprise application services</li><li>• Financial management</li></ul>	<ul style="list-style-type: none"><li>• Human capital management</li><li>• Industry services</li><li>• Marketing, sales, and services</li><li>• Portals, knowledge, and content</li><li>• Procurement services management</li><li>• Product life cycle management</li><li>• Security and privacy</li><li>• Strategy and change consulting</li><li>• Supply chain management</li></ul>	
<b>Infrastructure services</b>	<ul style="list-style-type: none"><li>• Application value optimization</li><li>• Business continuity and consulting</li><li>• Business enablement services for Service-Oriented Architecture</li><li>• Express services for medium businesses</li><li>• e-business hosting</li><li>• Grid computing</li><li>• Facilities hosting</li><li>• High availability</li><li>• Network convergence and/or optimization</li></ul>	<ul style="list-style-type: none"><li>• On demand infrastructure</li><li>• Online backup</li><li>• Performance management, testing, and scalability</li><li>• Resource management</li><li>• Security and privacy</li><li>• Strategic outsourcing</li><li>• Systems management for security</li><li>• Tape storage</li><li>• WebSphere</li></ul>	
<b>On Demand Business services</b>	<ul style="list-style-type: none"><li>• Business Process On Demand</li></ul>	<ul style="list-style-type: none"><li>• Infrastructure On Demand</li></ul>	
<b>Integrated Technology Services (ITS)</b>	<ul style="list-style-type: none"><li>• Application development and systems integration</li><li>• Application management</li><li>• Business continuity and recovery</li><li>• Customized training solutions</li><li>• IT performance</li><li>• Maintenance for IBM and non-IBM hardware</li></ul>	<ul style="list-style-type: none"><li>• Networking</li><li>• Operational efficiency</li><li>• Packaged application implementation</li><li>• Service-oriented architecture</li><li>• Storage</li><li>• Technical support</li><li>• Wireless</li><li>• Technical training</li></ul>	
<b>Product-specific services</b>	<b>Services for zSeries, pSeries, iSeries, and xSeries servers</b> <ul style="list-style-type: none"><li>• Business Intelligence</li><li>• Customer relationship management</li><li>• E-mail and collaboration</li><li>• Enterprise application solutions /supply chain management</li><li>• Implementation services</li><li>• Life sciences</li><li>• On Demand Business</li><li>• Product life cycle management</li><li>• Scientific and technical</li><li>• Server consolidation</li></ul>	<b>TotalStorage Services</b> <ul style="list-style-type: none"><li>• Assessment</li><li>• Centralized backup/restore</li><li>• Connectivity</li><li>• Infrastructure</li><li>• Migration/implementation</li><li>• Managed ops / support</li><li>• Networking/network integration</li><li>• Performance management</li><li>• Planning and design</li><li>• Security</li><li>• Testing</li><li>• Tivoli</li></ul>	<b>Software Services</b> <ul style="list-style-type: none"><li>• Enhanced Services<ul style="list-style-type: none"><li>• Support Line</li><li>• Electronic Service Agent (no charge)</li><li>• SmoothStart</li></ul></li><li>• Installation</li><li>• Migration/implementation</li><li>• Data management</li><li>• e-commerce</li><li>• Networking/communications</li><li>• Operating systems</li><li>• Systems management</li><li>• Web application servers</li><li>• Passport Advantage</li></ul>
<b>Strategic outsourcing services</b>	<ul style="list-style-type: none"><li>• Application management</li><li>• Customer relationship management</li></ul>	<ul style="list-style-type: none"><li>• Data center outsourcing</li><li>• Desktop outsourcing</li><li>• e-business hosting</li></ul>	
<b>Technical training</b>	<ul style="list-style-type: none"><li>• On-site and classroom training</li><li>• Certifications</li></ul>	<ul style="list-style-type: none"><li>• Technical conferences</li><li>• e-Learning</li></ul>	
<b>IBM Global Financing</b>	<ul style="list-style-type: none"><li>• Business Partners</li><li>• Commercial</li><li>• International financing</li></ul>	<ul style="list-style-type: none"><li>• IT products and services</li><li>• Financing tools</li><li>• Low rate financing</li></ul>	<ul style="list-style-type: none"><li>• Medical imaging equipment buy-back</li><li>• Project financing</li></ul>

## IBM ServicePac (fee-based prepackaged services) can help you make the most of your IT investment

<http://www-1.ibm.com/services/us/index.wss/summary/its/a1002451>



Each prepackaged service includes a specific statement of scope, service agreement terms and conditions, plus easy-to-follow instructions. In each row, products with yellow cells are supported.

ServicePac Name	Description	xSeries	BladeCenter	IntelliStation	Storage
<b>Remote Technical Support Services</b>	Unlimited phone support for hardware and software installation, usage and configuration <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1000229">http://www-1.ibm.com/services/us/index.wss/offering/its/a1000229</a>				
<b>ServicePac for IBM Education Pack</b>	Prepaid, discount education purchase program <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1011762">http://www-1.ibm.com/services/us/index.wss/offering/its/a1011762</a>				
<b>ServicePac for Installation Services</b>	On-site installation and configuration services for notebook and desktop systems <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1000195">http://www-1.ibm.com/services/us/index.wss/offering/its/a1000195</a>				
<b>ServicePac for post-warranty maintenance agreement</b>	Options for service response and duration times designed to fit business needs <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505">http://www-1.ibm.com/services/us/index.wss/offering/its/a1001505</a>				
<b>ServicePac for Warranty and Maintenance Options</b>	Stay up and running around the clock with enhanced hardware support. <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1001480">http://www-1.ibm.com/services/us/index.wss/offering/its/a1001480</a>				
<b>ServicePac for xSeries e-learning courses</b>	Easy, affordable access to IBM xSeries training <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1011763">http://www-1.ibm.com/services/us/index.wss/offering/its/a1011763</a>				
<b>Implementation Services ServicePac for BladeCenter and xSeries</b>	Three-day hands-on training and implementation service for installation and configuration <a href="http://www-1.ibm.com/services/us/index.wss/offering/its/a1022743">http://www-1.ibm.com/services/us/index.wss/offering/its/a1022743</a>				

## **Customer Support Online - Canada**

<http://www.ibm.com/support/operations/ca/>



Customers who purchase through a Business Partner must contact their Business Partner for administrative services.

- ✓ Are you a commercial customer (*i.e.*, not an individual consumer) or a Business Partner?
- ✓ Do you ever have questions about an invoice from IBM<sup>(R)</sup> or want to check the status of an order?
- ✓ Do you have other administrative questions about your account and inventory?

### **Customer Support Operations (CSO) provides the following types of non-technical support:**

- *Order entry and order management for hardware, software, and publications*
- *Scheduling and delivery coordination*
- *Contract management for IBM maintenance, services, purchases, and software licensing*
- *Inventory record keeping*
- *Billing and invoicing reconciliation and customization*
- *Collection and reconciliation of accounts receivable*

### **Customer Support Online (CSOL) can help you understand and clarify many non-technical queries you may have involving:**

- *Invoices and payments -- including billing options, payment methods, and terms, plus dispute resolution*
- *Tracking of hardware and software type/model/serial numbers*
- *Administrative support for maintenance and service contracts*
- *Order information status*

## **Make Contact!**

**For information or to initiate service requests, please visit our Web site at:** <http://www.ibm.com/support/operations/ca/>

You may also contact CSO by phone at **1-866-880-CSOL** or **1-866-880-2765**.

We welcome your questions, comments, and feedback.

If you are calling, depending on the type of inquiry, please have the following relevant information available, which may include your:

- *Your customer number*
- *Order confirmation number*
- *Contract number*
- *Invoice number*



## IBM Support Web Sites



### General Support

Corporate Home Page .....	<a href="http://ibm.com/">http://ibm.com/</a>
Global Financing .....	<a href="http://www.ibm.com/financing/">http://www.ibm.com/financing/</a>
Products and Services/Shop IBM .....	<a href="http://www.ibm.com/products/us/">http://www.ibm.com/products/us/</a>
Redbooks™ .....	<a href="http://www.redbooks.ibm.com/">http://www.redbooks.ibm.com/</a>
Technical Support Directory (Canada).....	<a href="http://www.ibm.com/planetwide/ca/">http://www.ibm.com/planetwide/ca/</a>
Technical Support Directory (Global).....	<a href="http://www.ibm.com/planetwide/">http://www.ibm.com/planetwide/</a>
Technical Support Directory (US) .....	<a href="http://www.ibm.com/planetwide/us/">http://www.ibm.com/planetwide/us/</a>
Technical Support and Downloads Home .....	<a href="http://www.ibm.com/support/us/">http://www.ibm.com/support/us/</a>

### Customer Support Operations (Administrative Support) - Orders, Inventory, Accounting...more

Customer Support Operations Home Page .....	<a href="http://www.ibm.com/support/operations/worldwide/">http://www.ibm.com/support/operations/worldwide/</a>
Direct Debit Option, Electronic Data Interchange (EDI), Credit Card, and other Electronic Payment Methods: .....	
Canada: <a href="http://www.ibm.com/support/operations/ca/invoices_payments/invoices_payments.shtml">http://www.ibm.com/support/operations/ca/invoices_payments/invoices_payments.shtml</a>	
Can. French: <a href="http://www.ibm.com/support/operations/ca/fr/invoices_payments/invoices_payments.shtml">http://www.ibm.com/support/operations/ca/fr/invoices_payments/invoices_payments.shtml</a>	
Inventory Online.....	<a href="https://www.ibm.com/support/operations/inventory/">https://www.ibm.com/support/operations/inventory/</a>
Invoices Online .....	<a href="http://iol.dbexpress.net/am/us/en">http://iol.dbexpress.net/am/us/en</a>
.....	Canada: <a href="http://iol.dbexpress.net/am/ca/en">http://iol.dbexpress.net/am/ca/en</a>
.....	Can. French: <a href="http://iol.dbexpress.net/am/ca/fr">http://iol.dbexpress.net/am/ca/fr</a>
Order Status Online .....	<a href="https://www.ibm.com/account/orderstatus/us/">https://www.ibm.com/account/orderstatus/us/</a>
.....	Canada: <a href="https://www.ibm.com/account/orderstatus/ca/en">https://www.ibm.com/account/orderstatus/ca/en</a>
.....	Canada French: <a href="https://www.ibm.com/account/orderstatus/ca/fr">https://www.ibm.com/account/orderstatus/ca/fr</a>
ServicePac® Options for Warranty/Maintenance ....	<a href="http://www.ibm.com/services/us/index.wss/so/its/a1001480/dt003">http://www.ibm.com/services/us/index.wss/so/its/a1001480/dt003</a>

### Electronic Services

Electronic Services Home .....	<a href="http://www.ibm.com/support/electronic">http://www.ibm.com/support/electronic</a>
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### System i5 / iSeries -- Midrange Servers

iSeries® Home .....	<a href="http://www.ibm.com/systems/i/announce/">http://www.ibm.com/systems/i/announce/</a>
iSeries Hardware .....	<a href="http://www.ibm.com/systems/i/hardware/">http://www.ibm.com/systems/i/hardware/</a>
iSeries Software .....	<a href="http://www.ibm.com/servers/eserver/iseries/software/">http://www.ibm.com/servers/eserver/iseries/software/</a>
iSeries Solutions .....	<a href="http://www.ibm.com/servers/eserver/iseries/ondemand/solutions/">http://www.ibm.com/servers/eserver/iseries/ondemand/solutions/</a>
iSeries Support Home .....	<a href="http://www.ibm.com/servers/eserver/support/iseries/">http://www.ibm.com/servers/eserver/support/iseries/</a>
iSeries Education .....	<a href="http://www.ibm.com/servers/eserver/education/cust/iseries/custiseries.html">http://www.ibm.com/servers/eserver/education/cust/iseries/custiseries.html</a>
iSeries Library .....	<a href="http://www.ibm.com/servers/eserver/iseries/library/">http://www.ibm.com/servers/eserver/iseries/library/</a>

### Lenovo® / Personal Computer (PC)

Access IBM Message Center.....	<a href="http://www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-44175">http://www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-44175</a>
Automated Solutions .....	<a href="http://www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-39417">http://www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-39417</a>
IBM PC Institute (Education).....	<a href="http://www.pc.ibm.com/training">http://www.pc.ibm.com/training</a>
Software Download .....	
.....	<a href="http://www.lenovo.com/think/support/site.wss/document.do?Indocid=SOFT-UPDATE&amp;sitestyle=lenovo">http://www.lenovo.com/think/support/site.wss/document.do?Indocid=SOFT-UPDATE&amp;sitestyle=lenovo</a>

## IBM Customer Support Plan - Administrative Support / Helpful URLs / Phone Numbers

### PC / Lenovo, continued

PC Support .....	<a href="http://www.lenovo.com/think/support">http://www.lenovo.com/think/support</a>
ThinkPlus Services .....	<a href="http://www.pc.ibm.com/us/accessories/services/index.html">http://www.pc.ibm.com/us/accessories/services/index.html</a>
Warranty Services .....	<a href="http://www.thinkpad.com/thinkplus/warranty">http://www.thinkpad.com/thinkplus/warranty</a>

### Printing Systems

Printing Systems Division Home .....	<a href="http://www.printers.ibm.com">http://www.printers.ibm.com</a>
Printing Systems Support Home .....	<a href="http://www.printers.ibm.com/internet/wwwsites.nsf/vwebpublished/supportoverview_ww">http://www.printers.ibm.com/internet/wwwsites.nsf/vwebpublished/supportoverview_ww</a>
ESC (Electronic Service Call) automated dispatch .....	<a href="https://www.ibm.com/support/esc/signin.jsp">https://www.ibm.com/support/esc/signin.jsp</a>

### pSeries -- UNIX Servers

AIX <sup>(R)</sup> on pSeries <sup>(R)</sup> Customer Care Handbook ...	<a href="http://techsupport.services.ibm.com/guides/pseries/handbook.html">http://techsupport.services.ibm.com/guides/pseries/handbook.html</a>
pSeries (RS/6000 <sup>(R)</sup> /UNIX <sup>(R)</sup> servers) Home .....	<a href="http://www.ibm.com/servers/eserver/pseries/">http://www.ibm.com/servers/eserver/pseries/</a>
pSeries Support Home .....	<a href="http://www.ibm.com/servers/eserver/support/pseries/">http://www.ibm.com/servers/eserver/support/pseries/</a>
pSeries Education .....	<a href="http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html">http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html</a>

### Services (IBM Global Services - IGS)

IBM Global Services Home .....	<a href="http://www.ibm.com/services/">http://www.ibm.com/services/</a>
IBM Business Continuity/Recovery Services ....	<a href="http://www.ibm.com/services/us/index.wss/itservice/bcrs/a1000411">http://www.ibm.com/services/us/index.wss/itservice/bcrs/a1000411</a>
IBM Business Consulting Services .....	<a href="http://www.ibm.com/services/us/bcs/html/bcs_index.html">http://www.ibm.com/services/us/bcs/html/bcs_index.html</a>
ITS (Integrated Technology Services) Services Catalog .....	<a href="http://www.ibm.com/services/us/index.wss/allservices">http://www.ibm.com/services/us/index.wss/allservices</a>
ITS Technical Training .....	<a href="http://www.ibm.com/training">http://www.ibm.com/training</a>

### Software

Software Support Home Page .....	<a href="http://ibm.com/software/support">http://ibm.com/software/support</a>
<i>- Search for product names, error code, APAR number or phrase; Submit and track problems; Access Trials and betas; Link to product support pages and the Software Support Handbook</i>	
Passport Advantage <sup>(R)</sup> .....	<a href="http://www.ibm.com/software/support/pa.html">http://www.ibm.com/software/support/pa.html</a>
Software License Agreements .....	<a href="http://www-03.ibm.com/software/sla/sladb.nsf">http://www-03.ibm.com/software/sla/sladb.nsf</a>

### System Storage and TotalStorage

Disk Systems Home Page .....	<a href="http://www.ibm.com/servers/storage/disk/">http://www.ibm.com/servers/storage/disk/</a>
DFSMS Family of Products .....	<a href="http://www.ibm.com/servers/storage/software/sms/index.html">http://www.ibm.com/servers/storage/software/sms/index.html</a>
DR550 .....	<a href="http://www.ibm.com/servers/storage/disk/dr/index.html">http://www.ibm.com/servers/storage/disk/dr/index.html</a>
DS300 .....	<a href="http://www.ibm.com/servers/storage/disk/ds/ds300/index.html">http://www.ibm.com/servers/storage/disk/ds/ds300/index.html</a>
DS400 .....	<a href="http://www.ibm.com/servers/storage/disk/ds/ds400/index.html">http://www.ibm.com/servers/storage/disk/ds/ds400/index.html</a>
DS4000 Home Page .....	<a href="http://www.ibm.com/servers/storage/disk/ds4000/index.html">http://www.ibm.com/servers/storage/disk/ds4000/index.html</a>
DS6000 Home Page .....	<a href="http://www.ibm.com/servers/storage/disk/ds6000/index.html">http://www.ibm.com/servers/storage/disk/ds6000/index.html</a>
DS8000 Home Page .....	<a href="http://www.ibm.com/servers/storage/disk/ds8000/index.html">http://www.ibm.com/servers/storage/disk/ds8000/index.html</a>
Global Services for Storage .....	<a href="http://www.ibm.com/services/us/index.wss/itservice/its/a1000416">http://www.ibm.com/services/us/index.wss/itservice/its/a1000416</a>
N Series Home Page .....	<a href="http://www.ibm.com/servers/storage/network/index.html">http://www.ibm.com/servers/storage/network/index.html</a>

### System Storage / TotalStorage, continued

Network Attached Storage (NAS) .....	<a href="http://www.ibm.com/servers/storage/nas/">http://www.ibm.com/servers/storage/nas/</a>
Storage Area Networks (SANs) .....	<a href="http://www.ibm.com/servers/storage/san/">http://www.ibm.com/servers/storage/san/</a>
Storage Software Home Page .....	<a href="http://www.ibm.com/servers/storage/software/index.html">http://www.ibm.com/servers/storage/software/index.html</a>
Tape and Optical Storage Home Page .....	<a href="http://www.ibm.com/servers/storage/tape/">http://www.ibm.com/servers/storage/tape/</a>
System Storage / TotalStorage <sup>(R)</sup> Technical Support .....	<a href="http://www.ibm.com/servers/storage/support/index.html">http://www.ibm.com/servers/storage/support/index.html</a>
TotalStorage Education .....	<a href="http://www.ibm.com/servers/eserver/education/cust/crossprod/custcp.html">http://www.ibm.com/servers/eserver/education/cust/crossprod/custcp.html</a>
TotalStorage Virtualization .....	<a href="http://www.ibm.com/servers/storage/software/virtualization/index.html">http://www.ibm.com/servers/storage/software/virtualization/index.html</a>
TotalStorage Expert .....	<a href="http://www.ibm.com/servers/storage/software/expert/">http://www.ibm.com/servers/storage/software/expert/</a>
Tivoli <sup>(R)</sup> Storage Management Solutions .....	<a href="http://www.ibm.com/software/tivoli/">http://www.ibm.com/software/tivoli/</a>
System Storage / TotalStorage Home Page .....	<a href="http://www.ibm.com/servers/storage/">http://www.ibm.com/servers/storage/</a>

### System x<sup>TM</sup> / xSeries<sup>(R)</sup>

IBM ServerGuide <sup>(R)</sup> Updates (IBM Direct Services) .....	<a href="http://www-03.ibm.com/servers/eserver/xseries/systems_management/serverguide.html">http://www-03.ibm.com/servers/eserver/xseries/systems_management/serverguide.html</a>
IBM ServerProven <sup>TM</sup> (Compatibility) .....	<a href="http://www.ibm.com/servers/eserver/serverproven/compat/us/">http://www.ibm.com/servers/eserver/serverproven/compat/us/</a>
IBM Director .....	<a href="http://www.ibm.com/servers/eserver/xseries/systems_management/director_4.html">http://www.ibm.com/servers/eserver/xseries/systems_management/director_4.html</a>
IBM BladeCenter <sup>(R)</sup> Support .....	<a href="http://www.ibm.com/servers/eserver/support/bladecenter/">http://www.ibm.com/servers/eserver/support/bladecenter/</a>
IBM IntelliStation <sup>(R)</sup> Support .....	<a href="http://www.ibm.com/servers/intellistation/pro/already.html">http://www.ibm.com/servers/intellistation/pro/already.html</a>
IBM System x / xSeries Support .....	<a href="http://ibm.com/servers/eserver/support/xseries">http://ibm.com/servers/eserver/support/xseries</a>
IBM Update Express .....	<a href="http://www-03.ibm.com/servers/eserver/xseries/systems_management/ibm_director/extensions/xpress.html">http://www-03.ibm.com/servers/eserver/xseries/systems_management/ibm_director/extensions/xpress.html</a>
Replacement Part Numbers (FRUs or "Field Replacement Units") for Installed Options .....	<a href="http://www.ibm.com/pc/support/site.wss/MIGR-48RPEJ.html?lang=en_US&amp;page=brand&amp;brand=IBM+PC+Server%">http://www.ibm.com/pc/support/site.wss/MIGR-48RPEJ.html?lang=en_US&amp;page=brand&amp;brand=IBM+PC+Server%</a>
Systems Management .....	<a href="http://www-03.ibm.com/servers/eserver/xseries/systems_management/">http://www-03.ibm.com/servers/eserver/xseries/systems_management/</a>
System x / xSeries Education .....	<a href="http://www.ibm.com/servers/eserver/education/cust/xseries/custxseries.html">http://www.ibm.com/servers/eserver/education/cust/xseries/custxseries.html</a>

### System z<sup>TM</sup> / zSeries<sup>(R)</sup>

zSeries <sup>(R)</sup> (S/390 <sup>(R)</sup> ) Home .....	<a href="http://www.ibm.com/servers/eserver/zseries/">http://www.ibm.com/servers/eserver/zseries/</a>
Resource Link .....	<a href="http://www.ibm.com/servers/resourcelink">http://www.ibm.com/servers/resourcelink</a>
zSeries Education .....	<a href="http://www.ibm.com/servers/eserver/education/cust/zseries/custzseries.html">http://www.ibm.com/servers/eserver/education/cust/zseries/custzseries.html</a>
zSeries Software .....	<a href="http://www.ibm.com/software/os/zseries/">http://www.ibm.com/software/os/zseries/</a>
zSeries Operating Systems .....	<a href="http://www.ibm.com/servers/eserver/zseries/os/">http://www.ibm.com/servers/eserver/zseries/os/</a>
zSeries Networking .....	<a href="http://www.ibm.com/servers/eserver/zseries/networking/">http://www.ibm.com/servers/eserver/zseries/networking/</a>
zSeries I/O Connectivity .....	<a href="http://www.ibm.com/servers/eserver/zseries/connectivity/">http://www.ibm.com/servers/eserver/zseries/connectivity/</a>
zSeries Support .....	<a href="http://www.ibm.com/servers/eserver/support/zseries/">http://www.ibm.com/servers/eserver/support/zseries/</a>
zSeries (S/390) Home .....	<a href="http://www.ibm.com/servers/eserver/zseries/">http://www.ibm.com/servers/eserver/zseries/</a>

## IBM Phone Numbers



### **Customer Service Center ..... 1-800-IBM-4YOU (426-4968)**

- *A single point of contact if you do not know who to call at IBM*
- *Assists with information on IBM products and services, seminars and classes, marketing assistance, and more*

### **Customer Support Operations Numbers**

US Commercial plus State and Local Government Customers..... 1-877-426-6006

US Federal Government Customers..... 1-800-333-6705

US Business Partners ..... 1-800-426-9990

Customer Support Online Team (for help with Online tools) ..... 1-877-504-8930

Canada Customer Support Online ..... 1-866-880-CSOL (2765)

### **Global Services' Integrated Technology Services (ITS) Sales ..... US: 1-888-426-4343**

### **..... Canada: 1-800-426-2255**

- *Can help you create systems, networks, and application infrastructures that support e-business on demand networked functionality.*
- *Includes IT planning, implementation, support, and management services to help you maximize performance/availability, improve productivity, reduce costs, and increase your IT investments value*

### **Hardware Technical Support Center ..... 1-800-IBM-SERV (426-7378)**

- *Serves as the primary contact for hardware problem reporting*
- *Accepts repair calls for hardware covered by an IBM Maintenance Agreement or Support Contract*
- *Notifies local IBM management if customer requests to contact them*

### **IBM Inside Sales ..... 1-888-426-4343**

- *Customers or IBMers can call this line to obtain information on an Internet ad or get a maintenance price quote.*

### **Parts Order Center (Boulder) ..... 1-800-388-7080**

- *To place a parts order for PCs, typewriters, and some printers, call between 8 AM - 7 PM, EST Monday - Friday.*
- *NOTE: Please be prepared to provide the IBM part number.*

### **Passport Advantage<sup>®</sup> Customer Care ..... 1-800-978-2246**

### **Printing Systems Service and Support .....(US) 1-800-IBM-SERV (426-7378)**

- *Printer Selection Center for presales assistance*
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