

CUSTOMER SUPPORT PLAN

Prepared for:

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.

Name	Title	Phone	E-Mail
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	416-478-8662	valliant@ca.ibm.com
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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.

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

QuickGuide to IBM Technical Support

This information is valid in the U.S. If you are outside of the U.S., go to http://ibm.com/support

Technical Support at IBM

Your First Stop: IBM Web Support

http://ibm.com/support/

The newly redesigned IBM^(R) "Support & downloads" site delivers comprehensive, up-to-date technical information for your specific support needs. Below are brief lists of some support types:

Support & downloads Downloads and drivers **Troubleshooting Product publications** Open a service request Warranties and maintenance Feedback

- MySupport -- Personalize your IBM support experience here. Information displayed is based on products entered into your profile
- > BIOS and firmware updates
- ➤ Electronic Service AgentTM ---Server monitoring tool proactively monitors hardware events (system errors, performance issues, inventory change) around the clock.
- > Submit a service request -- 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.
- Warranty lookup
- *All IBM clients and Business Partners in the US and Canada plus some Latin American

Your Next Stop: IBM-SERV

If you don't find what you need with Web Support, call 1-800-IBM-SERV (426-7378), Option 1 for hardware support. (No charge for in-warranty machines.)

Your first call will connect you with an IBM Remote Technical Support Representative who will help diagnose your hardware problem, and, if not resolved, will help 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 flow chart on the back of this document shows you the steps in the process, including escalation.

If you need how-to or software support, call the same number -- 1-800-IBM-SERV (426-7378), Option 2. (Fee-based.)

IBM offers a broad range of software support options. Through toll-free telephone or electronic access (where applicable), we will help you with topics such as usage and installation questions, product compatibility and interoperability, defect support, diagnostic information review to help isolate a problem's cause, plus IBM and multivendor database searches.

BEFORE CALLING hardware support,

what do you need?

- Machine type
- Machine model number
- Machine serial number
- BIOS and firmware revisions (if applicable)
- Other pertinent info such as error messages and/or logs

BEFORE CALLING software support,

what do you need?

- Software Support entitlement number and/or
- Passport entitlement number.
- Other pertinent info such as error messages and/or logs
- NOTE: You may also be asked for your machine type / model / serial number.

Please be sure to record your case number or problem number from IBM.

Technical Support URLs & Phone Numbers Corporate Home http://ibm.com/ **IBM Support** http://ibm.com/support/ **MySupport** http://ibm.com/support/mysupport/ **Electronic Service Agent** http://ibm.com/support/electronic **Software Support (Support Line)** http://www.ibm.com/services/us/index.wss/offering/its/a1000030 **Services Offerings** http://ibm.com/services/ Redbooks http://www.redbooks.ibm.com/ **Technical Training** http://ibm.com/training/ 1-800-IBM-SERV (426-7378), Option 1 (no charge for in warranty) **Hardware Technical Support** 1-800-IBM-SERV (426-7378), Option 2 (fee-based) **Software /How-To Technical Support** Not Sure? 1-800-IBM-SERV (426-7378), Option 1 For more detailed information about IBM Technical Support, go to http://ibm.com and in the search field, key in

"Customer Support Plan." You will find a list of plans by platform, including multiplatform.



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Problem Resolution

Problem Resolution Call Flow

Is Electronic Service Agent™ installed on your server? Yes Failed hardware or unknown system problem Search Web support - http://ibm.com/support/ Call IBM Support at 1-800-IBM-SERV (426-7378) Opt 1 (no charge in warranty) for hardware; Opt 2 (fee-based) for how to/software. Please have the following data: chine type / model / serial number *Contract number or RTS ServicePac (for Opt 2) BIOS versions, firmware etc. * Description of problem/error message "How to" or suspect software. Suspect hardware. Customer and IBM work together to analyze the symptoms and develop a plan for resolution, then IBM opens a case number... Record your case number. The IBM support representative may ask you to for various logs or other for various logs or other diagnostic data from your server "How To" or Software. Hardware. For on-site For a repair Customer machines. Replaceable an IBM Send to appropriate support team Unit (CRU), technician (Remote Technical Support a part will be will be [RTS] ServicePac, or Support shipped to dispatched Line). Fee-based. customer. with parts*. * After completing remote diagnosis with your IBM Remote Technical Support Representative (1-800-IBM-SERV) **Progress** Problem being solved? Call is made? Yes Yes closed. No No Engage hardware engineering. Engage software product engineering.

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**.

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You will find a list of plans by platform, including multiplatform.

Problem Resolution Codes

The following severity codes help determine how IBM escalates hardware and software issues. Report the severity code when placing the initial service request.

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.



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