



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 - 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.

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

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	<ul style="list-style-type: none">➤ 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.
Downloads and drivers	
Troubleshooting	
Product publications	
Open a service request	
Warranties and maintenance	
Feedback	

- **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 countries

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/
Hardware Technical Support	1-800-IBM-SERV (426-7378), Option 1 (no charge for in warranty)
Software /How-To Technical Support	1-800-IBM-SERV (426-7378), Option 2 (fee-based)
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.



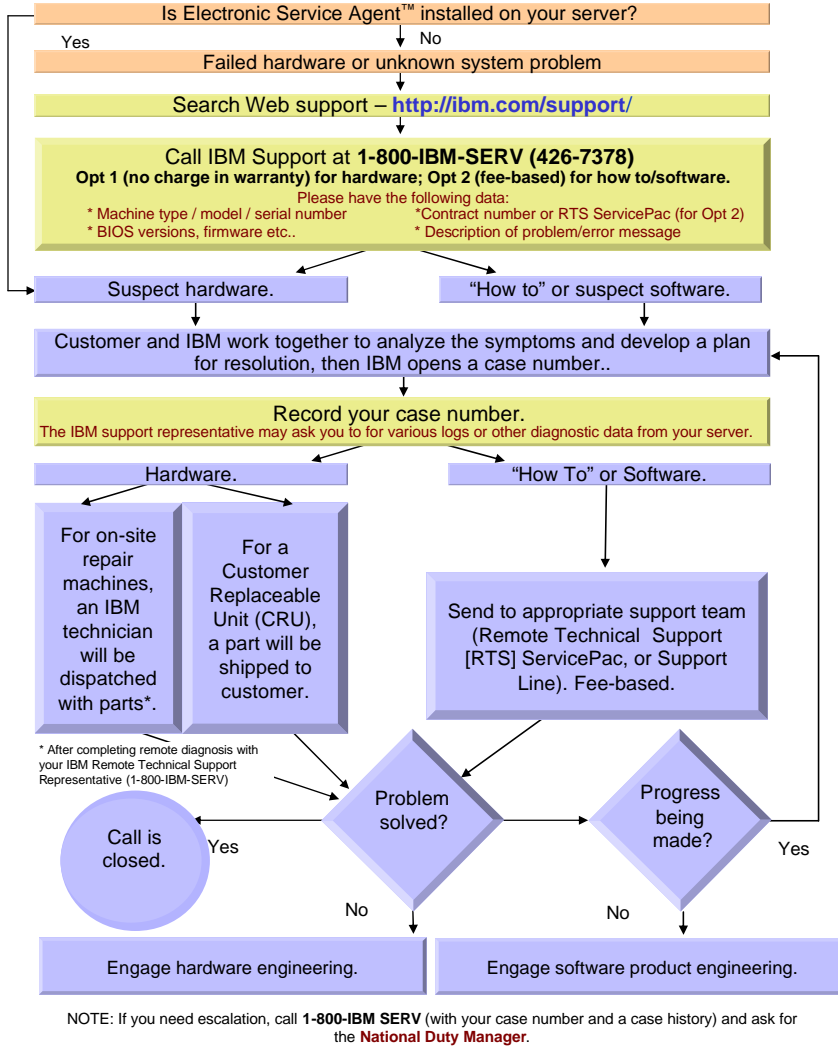
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Problem Resolution

Problem Resolution Call Flow



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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