Software Maintenance for IBM @server iSeries — Entitlement to Remote Technical Software Support and Future Software Upgrades

Overview

One year of Software Maintenance for iSeries™ (SWMA) is included with new IBM eServer™ iSeries hardware purchases. SWMA is also available for customers with OS/400® V5.1, or later.

IBM Software Maintenance for iSeries offers:

• Software upgrade entitlement within coverage period for eligible iSeries software
• Access to IBM remote technical software support
• Processor-based pricing at a single price per system
• Entitlement beginning with your hardware installation date
• Coverage options: Three years (default) or one year

All new iSeries server purchases include a minimum of one year of Software Maintenance for iSeries with the appropriate charge.

A three-year coverage option charge is also available as the default when you order using the configurator.

Available for all versions and releases of iSeries software. All new box shipments with V5R1 or later will automatically ship with Software Maintenance for iSeries and is included for a price.

If you currently have a subscription:

• Continue with existing contracts until expiration
• Purchase at the then-current IBM Software Maintenance for iSeries offering

Refer to the Eligible Program List at: http://www-1.ibm.com/servers/eserver/iseries/sftsol/subscript2.htm

Key Prerequisites

OS/400 V5.1, or later

Availability Date

January 24, 2003

At a Glance

Software Maintenance just got a whole lot easier.

• Applicable to OS/400 V5.1, or later
• One-stop shopping with Software Maintenance for iSeries for a complete iSeries solution
• Subscription coverage for OS/400 and selected group of iSeries licensed programs
• One-year contract is included in every new purchase, with a three-year contract available (default)
• Remote technical software support
• Software upgrade entitlement

For ordering, contact:
Your IBM representative, an IBM Business Partner, or the Americas Call Centers at 800-IBM-CALL
Reference: AE001
**Software Maintenance**

A complete iSeries solution includes hardware and software and a set of basic services. All of these elements are needed to fully utilize an iSeries purchase. iSeries customers can enjoy a full range of benefits that include software upgrade entitlement and, where available, voice and electronic support.

- Software Maintenance combines software subscription and technical support (formerly Support Line).
- Software Maintenance (either one year or three years) is delivered by two priced products (type/model) (one covering support and the other subscription). In addition to the two one-year products and the two three-year products, there also is a product representing “after license” (which must also be ordered in addition to the regular two products if subscription coverage lapses).
- A minimum of one-year of Software Maintenance must be purchased when buying a new IBM hardware model. Current customers must purchase Software Maintenance if they want software upgrades or support for their system.
- Software Maintenance is not transferable outside of the customer enterprise or country.
- Existing Software Subscription, Support Line and Service Suite contracts will not be forced to migrate to Software Maintenance. All existing Software Subscription, Support Line, and Service Suite contracts will be honored through their termination date.

Customers will then have the latest offering available to them.

- Software Maintenance covers all currently supported releases.

For clarification or special requests related to the content or pricing of Software Maintenance, contact your IBM representative.

**Software Upgrades**

The upgrades are for any eligible products you have licensed on your iSeries system and entitles you to IBM’s remote technical software support. This Software Maintenance package, coupled with hardware maintenance, offers you a complete solution with your new iSeries server.

An upgrade consists of a new release, version, or a replacement program as determined by IBM.

IBM does not guarantee that an update will be announced.

Software upgrades will not be shipped to you automatically. You must order updates you are entitled to through normal channels.

The upgrades will be shipped to you at no additional charge. Additional licenses, additional users for user-based programs, optional features, and software processor upgrades are chargeable and not included in entitled upgrades.

**Remote Technical Software Support**

Technical support is included as an integral part of Software Maintenance for iSeries. It can supplement your support staff with telephone support for routine installation, usage (how-to) questions, and code-related problems. This support applies to IBM entitled software only.

Technical support benefits:

- Convenient telephone and electronic access (where available) to the skilled iSeries support teams
- Easy access to iSeries electronic tools (where available) that help you use your Software Maintenance offering. For example:
  - Problem Reporting — Report problems and ask technical questions about OS/400 software
  - Registered Software Knowledge Base — Hints, tips, frequently asked questions, and resolution to problems known as Problem Management Reports (PMR) Summaries
  - Internet PTF Downloads (iPTF) — Select, order, and download fixes
  - Fix Maintenance Advisor — Advice on a preventive maintenance strategy based on your iSeries environment and applications
  - Fine Transfer Program (FTP) — Support for PTF orders
- Unlimited calls to IBM technical software support centers during normal business hours for usage and code-related problems by any number of authorized technical staff
- 24 x 7 coverage for mission-critical (Severity 1) problems
- Two-hour response time objective
- Access to escalation management 24 hours a day, 7 days a week

**Renewal**

- At the end of your chosen Software Maintenance coverage period, you can renew according to the terms and conditions of the then-current Software Maintenance offerings.
- It is your responsibility to ensure that the renewal orders are placed either directly with IBM no later than the day before the expiration date, or with an IBM Business Partner in time for the order to arrive at IBM no later than the day before the expiration date.
- If you choose not to renew Software Maintenance for iSeries, or the renewal is not received by IBM before the day before the expiration date, Software Maintenance After License must be purchased to reinstate Software Maintenance for iSeries.
Trademarks

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OS/400 is a registered trademark of International Business Machines Corporation in the United States or other countries or both.
Other company, product, and service names may be trademarks or service marks of others.
Offering Information

Product information is available through Offering Information (OITOOL) at:

http://www.ibm.com/common/ssi

Publications

No publications are shipped with this program.

The Publications Notification System (PNS) is available by order number/product number. Customers currently subscribing to PNS will automatically receive notifications by e-mail. Visit the PNS Web site at:


The IBM Publications Center Portal:

http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided, as well as payment options via credit card. A large number of publications are available online in various file formats, which can be downloaded free of charge.

Note: that PNS subscribers most often order their publications via the Publication Center.

Technical Information

Hardware Requirements: iSeries™ or AS/400® systems

Software Requirements: OS/400® V5.1, or later

Security, Auditability, and Control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering Information

Software Maintenance for iSeries has a processor-based charge unit. Software Maintenance for iSeries must be upgraded for customers who upgrade their processors during the coverage period.

These feature charges need to be multiplied by the number of remaining months on the Software Subscription prepay contract.

IBM One-Year Software Maintenance for iSeries (Subscription) (5733-SU1)

Initial Order

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Group-to-Group Upgrades

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IBM Three-Year Software Maintenance for iSeries (Subscription) (5733-SU3)

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IBM One-Year Software Maintenance for iSeries (Support) (5733-SX1)

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This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
Group-to-Group Upgrades

To 5733–SX1
From 5733–SX1 P10 P20 P30 P40 P50 P60
P05 3914 3915 3916 3917 3918 3919
P10 3930 3931 3932 3933 3934
P20 3935 3936 3937 3938
P30 3939 3940 3941
P40 3942 3943
P50 3944

IBM Three-Year Software Maintenance for iSeries (Support) (5733-SX3)
Initial Order
5733–SX3 P05 P10 P20 P30 P40 P50 P60
3875 3876 3877 3878 3879 3880 3881

Group-to-Group Upgrades

To 5733–SX3
From 5733–SX3 P10 P20 P30 P40 P50 P60
P05 3882 3883 3884 3885 3886 3887
P10 3888 3889 3890 3891 3892
P20 3893 3894 3895 3896
P30 3897 3898 3899
P40 3904 3905
P50 3906

IBM Software Maintenance After License Fee for iSeries (5733-MAL)
Initial Order
5733–MAL P05 P10 P20 P30 P40 P50 P60
4633 4634 4635 4636 4637 4638 4641

Discounting of SWMA When Migrating From Software Subscription: Customers who have an existing Software Subscription for iSeries or AS/400 Software Subscription contract and wish to move to Software Maintenance before the expiration of the Software Subscription contract may be eligible for discounts on the new Software Maintenance for iSeries contract as indicated below. These discounts apply to the purchase of Software Maintenance for iSeries only.

The following terms and conditions apply:

1. When purchasing a one-year or three-year Software Maintenance contract, a discount may apply if you are migrating from a qualifying existing IBM Software Subscription for iSeries contract, which includes:
   - Five-Year: 5733-SM5
   - Four-Year: 5733-SM4
   - Three-Year: 5733-SM3, 5733-SW3
   - Two-Year: 5733-SM2
   - One-Year: 5733-SM1, 5733-SW1

2. The discounts, when eligible, apply to the subscription charge portion of Software Maintenance:
   - Software Subscription for iSeries One-Year (5733-SU1)
   - Software Subscription for iSeries Three-Year (5733-SU3)

3. The discount amount is calculated based on the migration of a single Software Subscription for iSeries or AS/400 Software Subscription contract to a single new Software Maintenance for iSeries contract. For consolidation of multiple existing contracts into a single new contract, a special bid request must be submitted.

4. When a discount is applied to the purchase of a new Software Maintenance for iSeries contract as consideration for cancellation of the remaining term of an existing Software Subscription for iSeries or AS/400 Software Subscription contract, the existing Software Subscription contract will be terminated upon installation of the new Software Maintenance for iSeries contract. This will establish a new contract anniversary date for Software Maintenance. It will not be possible to maintain the anniversary date of the existing Software Subscription contract.

5. ServiceSuite™ contracts cancelled or adjusted as a result of migrating to Software Maintenance contracts will be credited separately. The discount does not apply to migrations from ServiceSuite contracts with Software Subscription or Support Line components.

6. The discount determination for converting a Software Subscription contract to a Software Maintenance contract cannot be used in combination with other promotions or discounts (such as IVO). The following discount levels are to be applied to the "subscription" component (i.e.: 5733-SU1 or 5733-SU3) of the Software Maintenance for iSeries offerings. The discounts are based on the number of months remaining on your subscription contracts.

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<th>3 Year</th>
<th>2 Year*</th>
<th>1 Year*</th>
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<td>60%</td>
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Note: For the purposes of calculating time remaining on contracts, six months equate to 180 days and years are based on Software Subscription anniversary date. This discount table has been modified and is applicable starting May 13, 2003.

*These discounts can only be applied to the 1 Year Software Maintenance offering (5733-SU1).

Licensing: IBM Agreement for Acquisition of Support, the new software license as Software Maintenance, previously referred to as Software Subscription and Technical Support. The following agreements apply to Software Maintenance and do not require customer signatures:

   - IBM Agreement for Acquisition of Support (Z125-6011)
   - Addendum for Support (Software Maintenance) for Select iSeries and pSeries™ Programs (Z125-6495)
   - Software Maintenance is not transferable outside of the customer enterprise or country.

Limited Warranty Applies: Yes
Money-Back Guarantee: N/A
Copy and Use on Home/Portable Computer: No
Volume Orders (IVO): Yes, except when using discounting option when migrating from a Software Subscription contract, contact your IBM representative.

Passport Advantage Applies: No

Software Maintenance Applies: No

AIX®/UNIX® Upgrade Protection Applies: No

Entitled Upgrade for Current AIX/UNIX Upgrade Protection Licensees: No

iSeries Software Subscription Applies: No

Variable Charges Apply: Yes

Educational Allowance Available: Yes, 15% education allowance applies to qualified educational institution customers.

Prices

Contact your IBM representative for pricing information for this announcement.

Order Now

To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
Internet: ibm_direct@vnet.ibm.com
Mail: The Americas Call Centers
Dept. AE001
P.O. Box 2690
Atlanta, GA 30301-2690

Reference: AE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

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