



## International Business Machines Corporation

International Business Machines Corporation, 400 Riverpark Drive, North Reading, MA. 01864

### Software Maintenance Renewal

Software Maintenance Renewal Contact:

Passport Advantage Agreement Number:  
IBM Customer Number:  
Relationship SVP Level:

Passport Advantage Site Number:  
Anniversary:

Dear Passport Advantage Customer,

Thank you for acquiring Software Maintenance through Passport Advantage. This letter is a reminder of the approaching renewal date for your Software Maintenance and details the renewal order you need to place to assure continued Software Maintenance coverage.

Software Maintenance is the most cost effective way to protect your software investment and gain the greatest value from IBM technology solutions. Software Maintenance allows you to keep your software up-to-date by providing access to, and the right deploy, the latest Program versions or releases and it helps you ensure that your users are kept up and running by providing your IS support personnel access to remote technical software support features such as electronic and voice support.

The attached from shows the Programs for which Software Maintenance coverage should be renewed in order to ensure continued access to the above-mentioned Software Maintenance benefits until **Date inserted**. We recommend that you renew Software Maintenance coverage for **all** licenses, in order to provide *all* of your users with the most up-to-date software versions or releases and to simplify license management and tracking. Software Maintenance benefits will cease to be provided if Software Maintenance coverage is not renewed prior to the expiration of the current coverage period. Reinstatement of Software Maintenance coverage after expiration of the current coverage period will be subject to higher prices.

The **Software Maintenance Renewal Detail Information Form** is designed to provide a more detailed understanding of each item on the Software Maintenance Renewal Order Form in relation to calculation of points and if applicable pro-rated Suggested Volume Price (SVP). Additionally – the IBM Order Reference Number shown on the Proof of Entitlement issued for your software license acquisitions is referenced to allow you to relate specific pro-rated Software Maintenance amounts to their applicable software licenses. (eg for your internal budgeting and cost allocation.)

Once again, thank you for choosing IBM. We look forward to continuing to provide you with world class Software solutions. Please place your renewal order as soon as possible, to ensure continued Software Maintenance coverage.



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**Software Maintenance Renewal**

Software Maintenance Renewal Contact:

Quotation Number:  
IBM Renewal Contact: Joseph Rodriguez

Renewal Date:  
Phone Number: (949) 719-9410

Passport Advantage Agreement Number:  
IBM Customer Number:  
Relationship SVP Level:

Passport Advantage Site Number:  
Anniversary:  
Quotation SVP Level:

Passport Advantage Customer:

Primary Business Partner:

Your Annual software maintenance coverage listed below is due for renewal. Please follow below steps to ensure continued access and right to deploy future product versions or releases as well as continued access to IBM remote technical software support until

**Action required to ensure your annual software maintenance coverage is renewed:**

- 1) Verify your records with the listing of Products that appear on this software maintenance renewal Order Form. If you have questions, please contact your IBM Renewal Contact referenced above.
- 2) If you agree with the information below and will be placing your renewal order with a Business Partner, provide your Business Partner with a copy of this software maintenance renewal order form to obtain final pricing and then submit your renewal order to your Business Partner by the renewal date referencing this Quotation Number:
- 3) Fax a copy of your PO to your IBM Renewal Contact at **1.949-719-6142**.

INSERT PRICING HERE

PART NUMBER	DESCRIPTION	QTY	UNIT PRICE	EXT PRICE
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**Total Points:**

**Total in USD:**

AGREED AND ACCEPTED

this \_\_\_\_\_ day of \_\_\_\_\_,

\_\_\_\_\_ Customer Signature, Title

Useful/Important Web resources:

Passport Advantage information, customer secure site access, training, etc...: [ibm.com/software/passportadvantage](http://ibm.com/software/passportadvantage)

IBM's International Program License Agreement and product License Information documents: [ibm.com/software/sla](http://ibm.com/software/sla)

IBM Software Web site: [ibm.com/software/support](http://ibm.com/software/support)

IBM Customer Number:



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**Software Maintenance Renewal Detail Information Form – Quotation Number:**

Passport Advantage Customer:

Passport Advantage Agreement Number:

Passport Advantage Site Number:

IBM Customer Number:

Anniversary:

Relationship SVP Level:

Quotation SVP Level:

Renewal Date:

**INSERT TABLE HERE**

<b>PART NUMBER</b>	<b>DESCRIPTION</b>	<b>QTY</b>	<b>UNIT PRICE</b>	<b>EXT PRICE</b>
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**Total Points**

**Total in USD**

Useful/Important Web resources:

Passport Advantage information, customer secure site access, training, etc...: [ibm.com/software/passportadvantage](http://ibm.com/software/passportadvantage)

IBM's International Program License Agreement and product License Information documents: [ibm.com/software/sla](http://ibm.com/software/sla)

IBM Software Web site: [ibm.com/software/support](http://ibm.com/software/support)

IBM Customer Number: