



## NOTICE TO IBM CUSTOMERS

June 18, 2013

### **Services withdrawal: Declaration of plan to discontinue lease, rental, and maintenance services for selected machines.**

IBM Americas - United States and Canada is announcing its plan to withdraw services and to discontinue from lease and rental agreements, and to withdraw from maintenance services, the machine types, models, and features listed on the Price Actions and Services Withdrawals website. The discontinuance/withdrawal action is necessary due to changes in technology, production methods, inventories, experience in the field, or costs of production or delivery that make it increasingly difficult to continue to provide the skills, manufacturing support, and other resources required to keep the machines at a high level of performance and availability.

At this time, we are providing you with your final notice that the machine types, models, features, and services listed will be discontinued from lease and rental, and will be terminated from IBM maintenance services under the IBM Customer Agreement (or comparable agreement between us). IBM will not send any further correspondence of this nature for the machine types, models, features, and services listed in this notice.

After the effective date of termination, IBM hourly service will be available for purchased machines, except for non-IBM machines listed, and depending on the availability of skills and other resources, such as parts, tools, and test equipment. Orders for maintenance parts, in reasonable quantities for maintenance purposes, will continue to be accepted in the normal manner for three years following discontinuance, or until stocks are depleted, whichever is earlier.

In response to each request for hourly service, IBM will determine if an IBM service representative qualified to provide such service is available at the nearest point of service. IBM will, at the customer's request, dispatch a qualified representative from another point of service, if available. The IBM hourly service provided will be at IBM's applicable rates (minimums and prices then in effect), and will include all time (including travel and assist time), expense, and parts associated with the service.

IBM will attempt to complete such maintenance or other services in as timely and effective a manner as possible. However, if IBM determines that it is unable to fully restore the machine to good working order, or to complete any other service, IBM will notify the customer. In any case, all time, expense, and parts associated with the IBM service provided will be charged to the customer.

IBM will also accept special requests for Multiple Vendor Services (subcontracted maintenance) after the effective date of termination. Every effort will be made to find a supplier who can support the machines. However, there is no guarantee that a supplier will be available to support all machines or that a supplier is available at all locations.

Should you require additional information, please contact your IBM representative.

Our records indicate that you are/were in possession of a product being withdrawn. For a detailed listing of all affected products, refer to Services announcement 913-135 dated June 18, 2013, or visit the following website to verify your affected products:

<http://www-1.ibm.com/services/us/its/html/maintsvcwithdrawal.html>

If you have any questions or are unable to access or view this website, contact your IBM representative to obtain the complete printed copy of this announcement including all affected products.