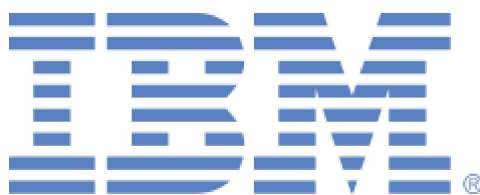


IBM. Standard technical support



Standard technical support provided in accordance with the IBM Corporation rules which are common for all countries.

IBM Technical Support makes it possible to bring the customer the technical resources of IBM Corporation and the experience of technical support specialists around the world. RDTEX Technical Support Center for IBM technologies has a sufficient number of highly qualified and certified professionals. It also has the necessary technical equipment and software, all major server and operating system platforms, multi-channel communication lines and broadband Internet. This makes it possible to simulate situations that may arise for IBM software users on test platforms and to immediately help the Customer by using remote access.

Technical support components:

Access to the technical support electronic information system includes:

- access to the electronic information support system IBM Support

Consulting:

- a direct telephone line for consultations in Ukrainian, Russian and English with specialists of RDTEX Technical Support Center for IBM technologies.
 - e-mail consulting by the Technical Support Center specialists

Obtaining technical information and/or additional software components (so-called patches) for overcoming and solving problems and errors detected in IBM Programs

Free updated minor versions of the supported Programs (updates) issued to ensure effective compatibility with new versions of operating systems

Free new versions of supported products with enhanced functional capabilities (updates) as they become available (including appropriately supplemented Documentation for licensed Programs)

A possibility of supported programs migration during a transition from one operating environment to another (under the conditions of IBM migration)
