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Welcome to IBM Support

This quick start guide highlights the essential resources to help simplify your support experience. Please check out the IBM Support Guide to learn more about the IBM Support Offering framework and other services.

What is My IBM Customer Number (ICN)?

You will need to use your ICN to download software and register for IBM Support services. If you do not know your ICN, follow the instruction here to locate your ICN:

https://www.ibm.com/support/pages/what-my-ibm-customer-number-icn

What is My IBMid?

Your IBMid is your single point of access to IBM Registration-based services such as IBM Support.

- Sign up for an IBMid
- If you forget your IBMid, please contact IBMid Worldwide Helpdesk

    Note: Ensure to provide your contact phone number in your IBMid profile as it will be used for your support casewhen you work with IBM Support.

How do I Locate My IBM Account Manager?

You IBM Account Manager contact info is available in your account renewal record in Passport Advantage Online (PAO). Please contact the eCare team if you need assistance with PAO to locate your account manager.

How do I Stay Informed of Critical IBM SaaS Updates?

To receive critical IBM SaaS support and maintenance notifications, please refer to the Product Support Details page of your SaaS offering for subscription instructions.

How do I Contact IBM SaaS Support?

Contact Methods

Online Via IBM Support Community
The IBM Support Community is used to open and update cases online. Follow the "Getting Started Guide with the IBM Support Site" to register and access Software Support services.

Phone
For Sterling Supply Chain Business Network (SCBN) offerings, refer to the following for Support phone numbers:

- SCBN Essentials   https://www.ibm.com/support/home/pages/support-guide/?product=2693214
- SCBN Standard   https://www.ibm.com/support/home/pages/support-guide/?product=2693215
- SCBN Premium   https://www.ibm.com/support/home/pages/support-guide/?product=2693216

For other AI Applications SaaS offerings:

- o United States: 1-800-IBM-SERV (1-800-426–7378)
- o Other Countries: Refer to the IBM Software Support world-wide contact directory.
  Note: Create a case via the Support Community before calling IBM Support.

Case Severity & Response Time Objectives

To help IBM Support prioritize your case based on your business impact, please review the Severity Level Guideline and Response Time Objectives for severity level definitions and our initial response goals. Quicker engagement with IBM Support is available with the IBM Preferred Care options.

Language Support

Please refer to the Product Support Details page for the language(s) supported for your product.

Hours of Operation

IBM Support business hours reflect normal country business hours in your time zone, excluding national or statutory holidays. Refer to the Product Support Details page for product-specific business hour variances (if any).

Severity 1 issues are responded to 24 x 7. All non-Sev 1 issues submitted after business hours will be responded to the following business day.

To request After Business Hour Support for a Severity 1 issue, please open a case in the IBM Support Community describing the problem, business impact and set case Severity to 1. *Note: After submitting your case, call IBM Support and request to speak to next available technician.*

Client Responsibility

IBM Support offerings are not intended to provide end-user help desk support. IBM Support offerings supplement client-based support staff skills by providing access to IBM Support's knowledge base(s) and technical support professionals. You play a key role in assisting us when you have questions about or have encountered problems with your Cloud Service offering. Information that you provide about your system and/or problem is often critical to resolving your issue.

The following practices can help our Support team to better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

- Submitting problems electronically
- Keeping different issues (questions or problems) separate (one issue per support case)
- Selecting a Severity based on your judgment of the business impact
- Keeping IBM support informed of major upgrades/implementations of your system (where applicable)
- Providing timely feedback on recommendations, so the IBM support team can close out

the issue when it has been resolved. If the issue reoccurs, you may reopen the original support case by resubmitting it electronically

Please review IBM Cloud Service Overview and IBM Support General Guidelines and Limitations for additional guidance.

How Technical Questions (Q&A) are Handled by IBM Support

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the operation of currently supported IBM software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you in the following areas:

IBM Enterprise Support offerings are not structured to address everything -- the following are examples of areas that are beyond their scope:
- Writing, troubleshooting or customizing code for a client
- Answering extensive configuration questions such as 3rd-party API integration
- Consulting
- Interpretation or triage of customer or third party generated defect scanning reports

Most of these types of situations require some form of Developer Support, Preferred Care or IBM Services offering. For further information about these services please contact your IBM Account Manager who can help direct you to resources who can discuss your needs.

Availability Service Level Agreement (SLA) Considerations

To submit a claim for failure to meet an availability SLA, please submit claim via support case within 3 business days after the end of the contracted month. The support case must be related to a production system that is not available (a Severity 1 / Service Down case).

- The availability SLA for IBM Cloud Service offerings are available in the IBM Cloud Service terms page.
- Service Down is the time measured from the time you report the Severity 1 case until the time the Cloud Service is restored and does not include
    - time related to a scheduled or announced maintenance outage;
    - causes beyond IBM's control;
    - problems with your content or third party content or technology, designs or instructions;
    - unsupported system configurations and platforms or other Client errors;
    - or Client caused security incident or Client security testing.

Escalation

If at any point you feel we are not meeting our commitments, be certain to explain the business impact of your problem to the support professional working your case. Ask the support professional

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to speak to their manager or contact a duty manager. **_Tip:_** _If you are not receiving response to your request, please call IBM Support, provide your case number and request to speak to the Duty Manager._

Complaint and Critical Situation (CritSit)

If further escalation is required, nominate the case as a Complaint or Critical Situation ("CritSit") by asking a member of your IBM Client team or IBM Sales team to do so on your behalf.

How do I Keep My Team Informed of Case Activity?

Provide your project/account team with visibility to your support cases. When you add team members to your case, they will receive notifications when your case is updated.

What Is IBM Preferred Care?

IBM Preferred Care is an optional upgrade to standard support that provides priority handling of your cases, a dedicated Technical Account Manager to help accelerate time to value for your mission-critical environments, and access to IBM experts for specialized technical consultations and assistance. For details, check out IBM Preferred Care then contact your IBM Account Manager to confirm if the service is available for your Cloud SaaS service.