IBM Software as a Service (SaaS) Support Handbook

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Overview

Our IBM® Software as a Service (SaaS) Support Handbook details the support services, support resources, contact information, and best practices for contacting Customer Support to help facilitate effective responses and issue resolution to our client's support needs.

IBM® Offerings Included in this Support Handbook

- IBM® Digital Analytics AdTarget
- IBM® Digital Analytics Digital Data Exchange
- IBM® Digital Analytics Enterprise Analytics
- IBM® Digital Analytics Impression Attribution
- IBM® Digital Analytics Recommendations
- IBM® Digital Analytics Lifecycle
- IBM® Digital Analytics LIVE-mail
- IBM® Digital Analytics Multi Channel Analytics
- IBM® Digital Analytics Search Marketing
- IBM® Digital Analytics Social Analytics
- IBM® Digital Analytics Digital Analytics
- IBM® Cross-Channel Marketing Optimization Email Optimization
- IBM® Cross-Channel Marketing Optimization Marketing Operations OnDemand
- IBM® Intelligent Operations Center on Cloud
- IBM® Intelligent Transportation on Cloud
- IBM® Intelligent Water on Cloud
- IBM® Intelligent Operations Center on Cloud for Emergency Management
- IBM® Sterling Supply Chain Visibility
- IBM® Sterling Supplier Portal
- IBM® Sterling Supply Chain Visibility Vendor Compliance
- IBM® Sterling B2B Integration Services (B2B Services include Collaboration Services and Integration Services or "Managed Services")
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  - IBM® Sterling B2B Services - Integration Plus - Client Services Process Support Subscription
  - IBM® Sterling B2B Services - Integration Plus - Client Process Support with Client Customer Support Subscription
- IBM® Sterling Data Synchronization Manager
- IBM® Sterling Web Forms
- IBM® Sterling Configure, Price, Quote Service
- IBM® Sterling Order Management Service

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- IBM® Commerce Insights
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- IBM® DemandTec Price Management
- IBM® DemandTec Price Optimization
- IBM® DemandTec Promotion Planning
- IBM® DemandTec Promotion Optimization
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- IBM® DemandTec Markdown Optimization
- IBM® DemandTec Deal Management for Retail
- IBM® DemandTec Shopper Insights for Retail
- IBM® DemandTec Assortment Optimization for Retail
- IBM® DemandTec Strategic Marketing Planning
- IBM® DemandTec Strategic Trade Planning
- IBM® DemandTec Customer Trade Planning
- IBM® DemandTec Post Event
- IBM® DemandTec Proofing Manager
- IBM® DemandTec Publishing Manager for Adobe InDesign
- IBM® DemandTec Connect3 (one name)
- IBM® DemandTec Rebuy Optimization
- IBM® DemandTec Lifecycle Pricing for Softlines
- IBM® DemandTec AIS Markdown Xpert
- IBM® DemandTec AIS Purged SKU
- IBM® DemandTec AIS Replenish Xpert
- IBM® DemandTec Bill Distribution
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- IBM® Blueworks Live®
- IBM® SPSS® Modeler Gold® on Cloud
  - IBM® Analytical Decision Management Software as a Service
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- IBM® Watson Health
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- ▪ IBM® Emptoris Supplier Lifecycle Management
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- IBM® Cognos® Disclosure Management
- IBM® Algo One Managed Data Services on Cloud
- IBM® Digital Marketing Optimization
- IBM® Digital Analytics
- IBM® Marketing Center
- IBM® Watson® Engagement Advisor
- IBM® Sales Performance Management Products
  - ▪ IBM® Incentive Compensation Management
  - ▪ IBM® Producer Lifecycle and Credential Management
  - ▪ IBM® Quota Management
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  - ▪ IBM® Territory Management
- IBM® Application Performance Management
- IBM® Workload Automation - Software as a Service
- IBM® Enterprise Asset Management on Cloud (Maximo)
- IBM® Enterprise Asset Management Inventory Analytics on Cloud (Maximo Inventory Insights)
- IBM® Control Desk on Cloud
- IBM® Spectrum Control Storage Insights
- IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)
- IBM® Multi-Enterprise Relationship Management on Cloud
- IBM® Bluemix®
- IBM® Security Trusteer
- IBM® Navigator
- Watson Campaign Automation formerly IBM Marketing Cloud
- Silverpop CRM
- Silverpop Deliverability
- IBM® API Management
- IBM® Application Security on Cloud
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- IBM® Cloudant Dedicated Cluster

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- IBM® Watson Analytics
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- IBM® Payments Gateway & IBM® Pay
- IBM® QRadar on Cloud
- IBM® MaaS360
- IBM® OpenPages® GRC on Cloud
- IBM® Tealeaf Customer Experience on Cloud
- IBM® Mobile Customer Engagement (Xtify)
- IBM® Cognos Analytics on Cloud
- IBM® Decision Optimization on Cloud
- IBM® PureApplication Service
- IBM® Universal Behavior Exchange (UBX)
- IBM® Integration Bus on Cloud
- IBM® Cloud Identity Connect (Formerly known as Cloud Security Enforcer)
- IBM® Compose
- IBM® Digital Experience on Cloud
- IBM® Planning Analytics and IBM Concert
  - IBM® Planning Analytics
  - IBM® Cognos TM1® on Cloud
  - IBM® Concert ® on Cloud
- IBM® Cognos Controller on Cloud
- IBM® Cloud Brokerage (Previously Gravitant)
  - IBM Cloud Brokerage, Shared SaaS
  - IBM Cloud Brokerage, Dedicated SaaS
  - IBM Cloud Brokerage Planning, Shared SaaS
  - IBM Cloud Brokerage Planning, Dedicated SaaS
- IBM® Insight Cloud Services
  - IBM® Insights for Weather for Insurance
  - IBM® Insights for Weather for Local Government
  - IBM® Insights for Weather for Select Industries
  - IBM® Insights for Weather for Utilities
  - IBM® Weather for Emergency Management for Government
  - IBM® Weather for Emergency Management for Insurance

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- ▪ IBM® Weather for Emergency Management for Venues
- IBM® Collaborative Lifecycle Management and IoT Continuous Engineering
- IBM® Regulatory Compliance Analytics
- IBM® Coplink on Cloud
- IBM® Behaviour Based Fan Insights
- IBM® Social Media Analytics
- IBM® ECM SaaS Offerings:Actiance
- IBM® Watson Customer Experience Analytics(CXA)
- Watson IoT IBM® Predictive Solutions and IBM® Enterprise Asset and Facility Management
- IBM® X Force Exchange Commercial API
- IBM Cloud Video Media
- IBM® z Operational Insights
- IBM® Watson® Virtual Agent
- IBM® Cloud UrbanCode Deploy
- IBM® Weather Company Data
- IBM® Support Enablement for Box
- IBM® Resilient® Incident Response Platform
- IBM Cloud Video Streaming
- IBM® Watson Marketing Insights
- IBM® Watson Content Hub
- IBM® The Weather Company Alerts
- IBM® The Weather Company Advanced Analytics
- IBM® The Weather Company Energy Offerings
- IBM® ECM SaaS Hosted Offerings
- IBM® BigFix Enhanced Management for Windows 10 and OS X
- IBM® QRadar Advisor with Watson
- IBM® Db2 on Cloud
- IBM® Db2 Warehouse on Cloud
- IBM® Cloud Management Console for Power Systems.
- IBM® X-Force Malware Analysis on Cloud
- IBM® Digital Commerce
- IBM® Order Management

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- IBM® Store Engagement

- IBM® Configure Price Quote

- IBM® Call Centre

- IBM® Forms Experience Builder on Cloud

- IBM® Fast Data for Business (Cloud Service)

- IBM® Cognos® Controller on Cloud

The guidelines set forth in this support handbook apply only to the IBM SaaS offerings listed above. For IBM SaaS offerings not included in this handbook, please refer to their respective support websites for information.

Cloud and SaaS Support

Our SaaS Support teams are available to assist with technical issues of varying degrees of severity. There may be occasions where the Support teams may not be able to answer all your questions, but they will engage other groups within the company, including Operations and/or Development to help provide answers to you.

Severity Level Guidelines & Response Time Objectives

The following table is intended to outline response time objectives that IBM strives to achieve, measured from the time IBM receives your initial request for support, to the time IBM provides an initial communication back to you regarding your request.

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical business impact/service down:** Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution. **Note**: We will work with you 7x24 to resolve critical problems providing you have a technical resource available to work during those hours.	Within 1 hour	24x7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	Within 2 business hours	M-F business hours
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 4 business hours	M-F business hours
4	**Minimal business impact:** An inquiry or non-technical request	Within 1 business day	M-F business hours

Response time objectives described herein are intended to describe IBM's goals only, and do not represent a guarantee of performance.

Customer Responsibilities

You may be surprised to learn you play a key role in assisting us when you have questions about or have encountered problems with your SaaS offering. Information that you provide about your system and/or problem at hand is often key to resolving your issue.

We have found that the following practices can help the Customer 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:

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- Submitting problems electronically

- Keeping the questions/issues separate (one problem per Support Ticket/Incident/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 that the Customer Support team can close out the Support Ticket when the problem has been resolved. If the problem reoccurs you may reopen the original Support Ticket by resubmitting it electronically

You will be required to provide the following information when contacting support:

- Your name, company name, e-mail ID and telephone number with extension

- Ticket/Incident/Support Case number (as applicable)

- Support entitlement identifiers such as client ID, mailbox ID, or IBM customer number as appropriate for the offering

- Product name (release level and any product maintenance, if applicable)

- Any additional information required by the Customer Support team

Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support. The survey focuses on quality of support provided and overall experience. The survey results are reviewed by management. IBM reserves all rights, title and interest in and to any feedback that you provide to IBM, including without limitation, in the form of suggestions, ideas, concepts, improvements, reports and any other materials, whether written or oral.

Premium Support

The IBM Software Accelerated Value Program for SaaS ("AVP for SaaS") is an evolving suite of flexible and premium support services tailored to customers' needs and delivered on a recurring basis for an additional charge. The offerings include:

1. **Client advocacy** -- An assigned account manager who will work with you to gain an understanding of your business objectives and how the SaaS offering you purchased fits into your business eco-system. Your account manager acts as a point of contact and is your assigned advocate within IBM.

2. **Technical Account Management** -- An assigned technical team or resource for technical consulting.

3. **Business Support** -- An assigned team of product and industry experts who provide ongoing assistance to help you leverage the SaaS offerings to help you achieve your targeted business objectives.

   Dedicated Business Support - An assigned product expert to supplement the needs of your team. Provides functional expertise for a particular area of your business.

4. **Custom Support** -- Assigned resources to provide you with a level of support above our basic Customer Support model. This may include customized after hours support, language support, and response times.

Not all Premium Support offerings are available for all IBM SaaS offerings. The level of support, service and cost for premium support are defined in the customer's contract.

Appendix A: IBM® Digital Analytics

Contacting Customer Support

Presently there are 2 channels to contact Customer Support for the IBM Watson CX analytics (CXA). Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or the Support link from the Watson CX analytics (CXA) application, which provides an online Knowledge Base, FAQs, recorded training, downloadable documentation, and ticket view and update.
- Phone:

US:	1-866-493-2673
Other Countries Toll Number:	1-303-354-5021

- Live Chat is available from the home page of the IBM Client Success Portal for business support questions.

The IBM Client Success Portal and the Watson CX analytics (CXA) applications are interlinked, so the Support Portal requires the User Name, and Password to logon as the customer experience analytics (CXA) user. After your Watson CX analytics analytics (CXA) administrator grants you access to the Watson CX analytics (CXA), you will have access to the IBM Client Success Portal.

Hours of Operation

The Customer Support team is available to provide support via the following channels:

- IBM Client Success Portal: 24 x 7
- Phone (After hours Severity 1 issues only): Sunday – Friday, 8:00 - 7:00 PM U.S. Central Time (excluding IBM company observed holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, open a Sev 1 ticket in the portal or please call the support line for your country from the phone numbers listed above and follow the prompts. Please note the following information is required for assistance:

- Name

- Phone Number

- E-mail Address

- Full description of issue so that we may reproduce and assist in resolution.

  Note: No other support requests will be accepted after hours.

Supported Language(s) : English

Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal or phone.

Client Success portal: Once your Support Portal ticket has been logged, we review each ticket and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Watson CX analytics (CXA) Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.

Customers should submit a new ticket via http://support.ibmcloud. With the issue summary with the word as "Escalation" in subject line of ticket and submit that in support portal.

Reason for the escalation request on previously submitted tickets (please include ticket#), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis..

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical to business Impact/service down:** Business critical functionality is inoperable or Critical interface has failed. This usually applies to a production environment and Indicates an inability to access services Resulting in a critical Impact on operations. This condition requires an immediate Solution.	Within 1 hour	24x7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business Deadlines.	Within 2 business hours	M-F business hours
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on Operations.	Within 4 business hours	M-F business hours
4	**Minimal business impact:** An inquiry or non-technical request	Within 1 business day	M-F business hours

Appendix B: IBM® Cross-Channel Marketing Optimization®

This section applies to IBM Cross-Channel Marketing Optimization Marketing Operations OnDemand (MO-OD) and IBM Cross-Channel Marketing Optimization Email Optimization (formerly Pivotal Veracity) offerings only.

Contacting Customer Support

Customer Support is available via the following channels:

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com which provides the appropriate support address per product, an online Knowledge Base, FAQs, recorded training and downloadable documentation.

- E-mail: mktgops@us.ibm.com for Marketing Operations OnDemand

- E-mail: emailopt@us.ibm.com for Email Optimization (formerly Pivotal Veracity)

- Phone: 1-866-493-2673 Option 4 for Marketing Operations OnDemand

- Phone: 1-866-493-2673 Option 3 for Email Optimization

Hours of Operation

Marketing Operations OnDemand: 8 AM to 5 PM U.S. Eastern Time, Monday to Friday (excluding holidays)
Email Optimization: 9 AM to 8 PM U.S. Eastern Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please call the Support phone number indicated above and choose the correct product option. Please note the following information is required for assistance:

- Company Name
- Your Name
- Product Type (Marketing Operations OnDemand or E-mail Optimization)
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: E-mail or phone.

Once an e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Cross-Channel Marketing Optimization Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

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Please submit a new ticket via mktgops@us.ibm.com for Marketing Operations OnDemand or emailopt@us.ibm.com for E-mail Optimization an issue summary or e-mail subject line of "Escalation" and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ E-mail Optimization – ISP escalation/system outage ▪ Marketing Operations OnDemand – system down, can't login to site
2	▪ E-mail Optimization – Advanced Deliverability issues beyond the basics ▪ Marketing Operations OnDemand – you can log in but the server is so slow that you can't open a project or run a report
3	▪ E-mail Optimization - Reading/interprets reports questions ▪ Marketing Operations OnDemand – The data in a report you're running doesn't seem correct. A piece of collateral in the review area isn't displaying correctly.
4	▪ E-mail Optimization - forgot password or report was sent but not showing up in pvIQ ▪ Marketing Operations OnDemand - how to add a new user to the system.

Appendix C: IBM® Smarter Cities On Cloud

The support information provided in this section applies to these offerings: IBM® Intelligent Operations Center on Cloud, IBM® Intelligent Transportation on Cloud, IBM® Intelligent Water on Cloud, IBM® Intelligent Operations Center for Emergency Management on Cloud, IBM® Water Operations for Waternamics on Cloud.

Contacting Customer Support

Please have your named Administrator contact Customer Support via the IBM Client Success Portal or through e-mail.

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com. Customers are encouraged to initially use this Support Portal to access Knowledge Base, FAQs, downloadable documentation and ticket submission information.

- Alternatively, e-mail us at sc_support@us.ibm.com

 Include the following information in your e-mail:
- IBM Customer Number

- Contact name

- Contact e-mail address

- Contact preferred phone number

- Severity in this format: "Severity #"

- How many users are impacted

- Product Name

- Summary of the issue in the e-mail subject

- Description of the issue

- Related attachments (as applicable)

Hours of Operation

The Customer Support team is available to provide support via the following channels:

IBM Client Success Portal: 24 x 7

Phone and Email:

- North America: 8 AM to 8 PM U.S. Eastern Time, Monday to Friday (excluding holidays)

- Europe: 8 AM to 5 PM Central European Time, Monday to Friday (excluding holidays)

- Asia Pacific: 8 AM to 5 PM India Central Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please submit the ticket via the IBM Client Success Portal or e-mail at sc_support@us.ibm.com as Type: *Issue* and Severity: *Severity 1*. This will alert our team 24 x 7.

Supported Language(s)

English

Service Request Workflow

Once your e-mail describing the request or issue is received, we will review each item and assign a severity based on the issue details submitted. Each request or issue is assigned a ticket number and transferred to a Support Engineer and followed through to closure by the Support team.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or e-mail via http://support.ibmcloud.com or sc_support@us.ibm.com with the issue summary or e-mail subject line of "Escalation" and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ Intelligent Operations Center Portal is not available ▪ All users cannot log in
2	▪ Intelligent Operations Center KPI Portlet is not shown ▪ Sametime status is offline
3	▪ Event is not shown on Map Portlet when selected ▪ Event is not added to event list when adding new event
4	▪ Table display is not in proper format ▪ How to add new users ▪ How to increase the volumes and capacity of the system

Appendix D: IBM® Sterling

Contacting Customer Support

IB Sterling B2B Services - Collaboration Network

Phone:
Americas: +1-877-432-4300 or +1 (303) 354-2936
France: +33 (0) 1 6453 8420
Spain: +34 (0) 91 349 6560
Germany: +49 (0) 69 6640 4320
Sweden: +46 (0) 87 51 5729
Italy: +39 02 4823 2020
UK: +44 (0)2392-282-570
Netherlands: +31 (0) 20 504 0580
Australia: +61-2-93549368
Japan: +81 (0) 120-115-353

E-mail: scn_support@us.ibm.com; Australia email: scn_help@au1.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling B2B Services (which include hosted translation service)

Phone: 1-888-558-7509
E-mail: hostedtranslation_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance

Phone: +1-888-558-7509
E-mail: sterlingsaas_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Supplier Portal

Phone: +1-888-558-7509
E-mail: sterlingsaas_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Web Forms

Phone: +1-888-432-7382
E-mail: webforms_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling Data Synchronization Manager

Phone: +1-888-932-9286
Email: #HostedSupport@wwpdl.VNet.IBM.com
IBM Client Success Portal: https://support.ibmcloud.com

IBM Sterling B2B Integration Services ("Managed Services")

Phone:
Americas:
      Toll-free: +1-866-269-1113 (+1-303-354-2981) or +1-866-292-2503 (+1-303-354-2977)
France: +33-1-6453-8420
Germany: +49-696640-4320
UK: +44-2392-282-570
Asia Pacific: 800-2436-3728 (must dial international dialing code first)
Australia: +61-02-9354-9367
China:

           +10-800-711-1149 CI/Netcom Group
           +10-800-110-1073 C4/Telecom South

E-mail: managedSaaS_support@us.ibm.com
IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation

IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms

- 8:00 AM to 11:00 PM Eastern Time, Monday to Friday (excluding holidays)

IBM Sterling Data Synchronization Manager

- 8:00 AM to 6:00 PM Eastern Time, Monday to Friday (excluding holidays)

IBM Sterling B2B Integration Services ("Managed Services")

- Please reference your Support Plan for hours of operation and other details

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

Supported Language(s)

- For **IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms**, the supported languages are: English, French, German, Dutch, Italian, Spanish

- For **IBM Sterling Data Synchronization Manager**, the supported language is English.

- For **IBM Sterling B2B Integration Services ("Managed Services")**, please reference your Support Plan for Supported Languages.

Service Request Workflow

Please contact Customer Support via one of the following channels: E-mail or phone or IBM Client Success Portal.

E-mail or Support Portal: Once your e-mail or ticket is received, we will review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers can contact Customer Support by phone (using the appropriate phone number indicated above) and bring the issue to the attention of the support manager.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
IBM Sterling B2B Services - Collaboration Network, IBM Sterling Supply Chain Visibility and IBM Sterling Supply Chain Visibility Vendor Compliance, IBM Sterling Supplier Portal, IBM Sterling Web Forms	
1	▪ Data loss ▪ Unable to send/receive data through mailbox communications; ▪ Unable to process time critical data for their business partners
2	▪ Data delay in processing time for critical data, but still able to send/receive via mailbox ▪ Receiving error messages in communication to the network ▪ Mapping errors
3	▪ How-to and general questions ▪ Value-add setup requests for mailbox maintenance
4	▪ Enhancement requests for specific solution ▪ Questions on functionality of solutions/services
IBM Sterling Data Synchronization Manager	
1	▪ Unable to login to production application
2	▪ Production application response time is slow ▪ Client has locked themselves out of the site (supplied incorrect log on information three times)
3	▪ Questions regarding validation issues. ▪ Questions regarding the overall process
4	▪ Questions regarding a new retailer ▪ General questions
IBM Sterling B2B Integration Services ("Managed Services")	
All severities	Please reference your Support Plan for severity level examples

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Appendix E: IBM® Commerce on Cloud

The support information provided in this section applies to these offerings: IBM® Commerce Service, IBM® Sterling Order Management Service, IBM® Sterling Configure, Price, Quote Service, IBM® Commerce Insights and IBM® Commerce Insights for Watson Analytics

Contacting Customer Support:

Via the IBM Support Portal

IBM Support Portal
Any issues accessing this portal, please email ccsprt@us.ibm.com

Via the Telephone (software support)

https://www.ibm.com/planetwide/

The Commerce on Cloud Customer Support team is available from Monday through Friday, 8:00 AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays.

Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response Time Objective chart listed at the beginning of this document for response descriptions to all levels of severities). To request After Business Hour Support for a Severity 1 issue, please submit a request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although opening a Severity 1 ticket provides an immediate reference number and pages out the support team, a phone call will also help to alert the team as quickly as possible.

All non-Sev 1 issues, if submitted after business hours, will be responded to during the next business day according to the Severity Level Guidelines & Response Time Objectives at the beginning of this document.

Supported Language(s)
English

Escalation Process
If at any point you feel we are not meeting our commitments, please use the escalation process:

1) *Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of your problem*

2) *Call the 'IBM Software Support' number above and ask to speak to the next available technician (24x7)*

3) *Raise the severity level of the problem (PMR)*

4) *Ask to speak to the SME's manager to gain prompt attention and management focus*

Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct resources are engaged and focus in place (24x7)

Appendix F: IBM® DemandTec

Contacting Customer Support

Authorized contacts at the client site can contact Customer Support via the following channels:

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com
- E-mail: dtsupport@us.ibm.com
- Phone: Toll Free in the U.S. 1-866-460-0501
- Phone: Direct Line   1-925-460-9120

Hours of Operation

- IBM Client Success Portal: 24 x 7
- Phone and Email:

    Americas: 6:00 AM to 6:00 PM U.S. Pacific Time, Monday – Friday

    Europe: 8:00 AM to 5:00 PM U.S. Central Time, Monday – Friday

    Asia: 8:00 AM to 5:00 PM Japan Standard Time, Monday – Friday

After Hours Support

After hours support is provided for Severity 1 incidents only. To request support assistance outside of the hours listed above, please complete the two steps below. A customer support representative will contact you within one hour.

1. Open a ticket at the IBM Client Success Portal: https://support.ibmcloud.com

2. Call the customer support hotline at 866-460-0501 or 925-460-9120.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

Please submit a new ticket via https://support.ibmcloud.com with the subject line of "Escalation Request"

To expedite your escalation request, include the information below in the body of the ticket**:**

1. The ticket number needing escalation.

2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ User unable to log into a DemandTec service ▪ Unable to export daily pricing ▪ Unable to validate Promotions ▪ System Error when trying to access Promotions ▪ Permission issue with the file transfer drop box ▪ Client has not been able to retrieve price export ▪ Submitted deals are not flowing to the Promotion service
2	▪ All pre-priced items missing from optimized results ▪ Analytics monthly standard report has not been delivered ▪ Unable to edit price schedule for low info stores ▪ Production site performance prevents exporting today's pricing ▪ Products are displayed with incorrect competitor pricing information ▪ Financials for new items are not updating the deal sheet
3	▪ Very high predicted volume for some product/locations ▪ Please set up my user accounts with the French locale ▪ We are not seeing Manufacturer Cost when using my user id ▪ Please provide account access to the IBM Client Success Portal ▪ How do I change my password in Deal Management?
4	▪ User needs help adding a new item to an offer ▪ Can we use a Windows 7 client with the Markdown service? ▪ Warning message is not displayed when a coupon is added ▪ How do we add a custom value to the location group class dropdown ▪ Username for new user is spelled incorrectly, please correct it

Product Maintenance Schedule for Hosted Services

IBM defines the "Maintenance Window" as the time from Friday night at 7:00 PM PST until the following times based on the nature of the Updates and the amount of advance notice:

- Until Sunday at 12:00 PM PST for Major Releases deployed on the published schedule;
- Until Saturday at 12:00 PM PST for Minor Releases and other major Updates so long as IBM provides 48 hours' advance notice.

These hours are subject to reasonable change upon your written or e-mail approval.

A "Major Release" means a major new release of functionality for a Cloud Service, which IBM generally releases four times per year, targeted for mid-February, mid-May, mid-August and early November. Major Release target dates are published at the beginning of each year. In scheduling its Major Releases, IBM takes into consideration critical retail holidays such as Thanksgiving; however, the ultimate decision as to the timing of each Major Release shall be IBM's subject to the requirements of the Maintenance Window.

A "Minor Release" means a consolidation of Updates that IBM may deploy from time to time subject to the requirements of the Maintenance Window.

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"Planned System Downtime" means (a) a scheduled outage of the Cloud Service that occurs during a Maintenance Window and for which IBM has provided you with the requisite advance notice set forth above, or (b) to which the parties mutually agree for the purpose of providing emergency Updates.

"Unplanned System Downtime" means an outage other than Planned System Downtime.

"Updates" include all enhancements, modifications, patches, revisions, supplements, add-on components, reorganizations and releases relating to a Service that IBM may provide or make generally available during the term of the applicable Order Document, including Major and Minor Releases.

Appendix G: IBM® Blueworks Live®

Contacting Customer Support
Authorized contacts at the client site can contact Customer Support via the following channels:

Support Portal: https://support.ibmcloud.com

The Support Portal is configured to use Single Sign On using your Blueworks Live User ID and Password. You can easily access the Support Portal from Blueworks Live by clicking the "Contact Support" button under the help link. When logging into the Support Portal directly you will be redirected to first log into Blueworks Live.

Hours of Operation
3:00 AM to 7:00 PM U.S Eastern Time, Monday – Friday (excluding holidays).

Support issues may be opened or updated 24 x 7 via the Support Portal; however, responses to non-severity 1 issues are not guaranteed outside of the normal hours of operations stated above.

After Hours Support
After hours support is only provided for Severity 1 issues.

To request support assistance outside of the hours listed above, please contact us using any of the steps below.

- Open a ticket at the Support Portal: https://support.ibmcloud.com and select Severity 1 for the Customer Severity field. This will notify one of our support staff members.

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process
Please submit a new ticket via the Support Portal, https://support.ibmcloud.com with the subject line of "Escalation Request". To expedite your escalation request, include the information below in the body of the ticket:
1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

For Severity 1 escalation requests outside of the normal support hours of operation (stated above), follow the instructions for After Hours Support.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Example
Severity 1	• Application not accessible • Data corruption • All users cannot log in
Severity 2	• Performance issues • Application errors impacting multiple users • Individual user cannot log in
Severity 3	• General issues • Application errors or problems impacting individual users
Severity 4	• Minor application issues • How-To questions • Enhancements

Appendix H: IBM® SPSS® Modeler Gold® on Cloud

Account and Billing Inquiries

Your IBM account representative should be your first point of contact for general account inquiries. For billing inquiries please review the contact instructions in the most recent IBM invoice for your service.

Contacting Technical Support

- Please open a ticket via the IBM Client Success Portal at:

  https://support.ibmcloud.com

  If you haven't previously used this site, please follow the "Need an account?" link to request access.

Hours of Operation

- IBM Client Success Portal: 24 x 7

- The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example, in North America, those hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

Our worldwide centers are structured to provide you with local language access in most major countries.

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal.

Escalation Process

IBM Analytics Solutions Client Success and Smarter Support is committed to providing excellent client service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by following the guidance on the web page listed below:
http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.

Appendix I: IBM® Watson Health

Offerings included in this SaaS Support Statement – Production Only

Watson Care Manager
Watson Platform for Health (formerly IBM Watson Health Core)
Watson for Drug Discovery
Watson for Clinical Trial Matching Standard
Watson for Oncology

Contacting Customer Support

Watson Health clients are required to provide a Level 1 technical support contact to your Authorized Users for initial troubleshooting, gathering data for problem determination, and verification that the issue is isolated to the Watson Health services.

Method of Contact

Your level 1 technical support personnel can contact the Watson Health Support team via:

SaaS Offering	Contact Method
Watson Care Manager**	Watson Health Support Portal
Watson Platform for Health	Watson Health Support Portal
Watson for Drug Discovery	Client Success Portal
Watson for Clinical Trial Matching Standard	Client Success Portal
Watson for Oncology	Client Success Portal

Only Authorized Users may submit issues.

NOTE: No Personal Information (PI) including Protected Health Information (PHI) and sensitive personal information (SPI) should be included in any documentation or information when reporting an incident

Hours of Operation

During the initial setup of one of the SaaS offerings listed in this section the client will choose one of the following time zones as their defined support coverage hours.

Severity 1 – Watson Health Cloud – 24 x 7

- 9 AM - 5 PM - US Eastern time - Monday - Friday - excluding IBM holidays
- 9AM – 5 PM - Dublin time – Monday – Friday – excluding IBM holidays
- 9AM – 5 PM - Sydney, Australia time – excluding IBM holidays

Support issues may be opened or updated 24x7. However, responses to non-severity 1 issues are not guaranteed outside of the standard hours of operation.

**Watson Care Manager – Hours of Operation:

- 8 AM - 8 PM - US Eastern time - Monday - Friday - excluding IBM holidays

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After Hours Support

After hours support is provided **only for Severity 1 issues**.

To request Severity 1 support assistance outside of the regular business hours open a request via Watson Health Support Portal or Client Success Portal (depending on the offering) as a Severity 1 incident. This will alert our Watson Health Support staff members.

Before Contacting Customer Support

Client Level 1 technical support should complete the following actions *before* contacting Watson Health Support:

Gather information and define, describe, and document the problem information as fully as possible, including characterizing the problem's behavior and environment, analyzing problem symptoms, recreating the problem (if possible), attempting to identify root cause, and documenting steps taken.

Supported Language(s)

English

Service Request Workflow

All client support issues will be documented within a support ticket. Each ticket will be assigned a unique number for reference and a severity level that is based on the details within the ticket description. Updates and client responses will be sent by email and recorded in the ticket comments.
Severity Classification and Response Time

Client will designate the severity for each Watson Health Support request. IBM and Client will validate such severity and mutually agree to any changes based upon the severity description provided below. For the Cloud Service, the incident "Response Time" is the elapsed time measured from the time the incident is reported to IBM Watson Health Support by the Client. Watson Health Support will use commercially reasonable efforts to meet the incident response time objectives described below:

Response Times Objectives
Severity 1: 1 hour
Severity 2: 2 hours within Support hours
Severity 3: 4 hours within Support hours
Severity 4 - within 1 business day

Severity Descriptions:

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Description
1	Watson Health Cloud service is down/not responding to all users.
2	Users can log in but the system is very slow to respond. A major function of the application is not working for all users and impacting business.
3	The data returned by the service appears to be incomplete or out of date. A feature or function is not working as expected but work can continue.
4	How to add a new user to the service. A request for a change to a system feature or function (requires business approval).

Service Updates and Maintenance

Scheduled Maintenance:
IBM may at any time update the underlying Cloud Service to improve availability, stability, security or throughput. Client will not be able to defer such maintenance. IBM will use commercially reasonable efforts to deploy the updates in such a manner as to not inhibit Client's use of the Cloud Service.   IBM will provide sufficient notification for scheduled maintenance down times.

Emergency Maintenance:
Should other non-scheduled down times occur, IBM will notify Client as soon as IBM becomes aware that downtime will be necessary and will provide Client with an estimation of the duration of the downtime and notify Client upon final resolution. The Cloud Service may not be available during these times. If the Cloud Service is unavailable during an emergency maintenance situation, IBM will manage the situation as a Severity 1 incident.

Appendix J: IBM® Algo Risk Service on Cloud

Contacting Customer Support

Please open a ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this site, please follow the "Need an account?" link to request access and select IBM Risk Analytics from the Product/Brand pick list in the request form.

Hours of Operation

- IBM Client Success Portal: 24 x 7

After Hours Support

After hours support is provided for Severity 1 incidents only. To request support assistance outside of the hours listed above, please open a ticket in the IBM Client Success Portal

https://support.ibmcloud.com

Select Severity 1 for the Severity field. This will notify one of our after-hours support staff members.

Supported Language(s)-: English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket**:**

1. The ticket number needing escalation.

2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Example
1	- A defect prevents you from accessing or using the Managed Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
2	- A defect restricts the use of the Managed Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Managed Service; or (ii) performance degradation or poor response time.
3	- A defect causes operational inconvenience to you but no significant interference with the Managed Service.
4	- A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

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Appendix K: IBM® Emptoris

IBM Emptoris is a single tenant SaaS enterprise procurement solution. Unlike a multi-tenant SaaS environment, every IBM Emptoris client has its own dedicated application server which is not shared with other clients. IBM hosts multiple Emptoris instances for multiple clients. In order to ensure the SaaS service's quality and security for every client, IBM needs to follow a standard operation guideline.

For Severity 1 production site outage, after resolution of incident, IBM Emptoris SaaS teams will conduct root cause analysis (RCA), communicate the results to our customers and articulate a prevention plan against future outages of its type. For non-production incidents, IBM Emptoris SaaS teams will conduct internal analysis but will not be communicating RCA to customers.

IBM is responsible for tracking and maintaining the infrastructure configurations and all other configurations set by IBM SaaS team.

Clients are responsible for entering valid application data and configuring system settings available through the application interface. Examples of application configurations include: archive frequency, attachment size, transport settings, etc.

Sample scenarios:

- If you have multiple environments hosted by IBM (e.g. Production, QA, Sandbox, etc.), before submitting your request to IBM to refresh one environment with a database from a different environment, you need to track the application configuration settings that you've set in the application interface. Any environment specific settings will be lost and will need to be re-applied after the system is refreshed.

- After you have made changes to the application configurations in one environment (e.g. Sandbox), if the same configuration is required in your other environment (e.g. Production), then you are responsible for applying the required settings.

IBM Emptoris Strategic Supply Management Premium Support Offering

Item	Standard	Essential	Premier
SaaS Availability Service Level Agreement	99.0%	99.7%	99.7%
Upgrade Scheduling	Business Hours Only	Business Hours & Weekends	Business Hours, & Priority for Weekends
Customer Uptime Portal	N/A	Included	Included
Accelerated Value Leader (AVP)	N/A	Included	Included
Database Refreshes	1 per Quarter	4 per Quarter	4 per Quarter
Upgrade Services Included	No	No	Yes
Annual Health Check	Option	Option	Included
Custom Artifacts/Code Deployed in Soft Layer	No	No	Yes
Quarterly Business Reviews & Escalation Point	No	No	Yes

For additional details, please refer to the Premium Support Offerings as described in your transaction document. Please contact your named account manager if you required confirmation of your purchased support offering.

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Recommendation for Mid and Large-Range Customers

IBM prides itself on delivering world class software support with highly skilled, customer-focused people. However, IBM support can never take the place of your company's internal help desk. Many successful companies have found the best way to interact with IBM Emptoris software support is through a cadre of highly skilled and trained employees who understand their company's environment and act in conjunction with their internal help desk.

These senior staff members are able to filter, sort, and prioritize their company's problems and direct them toward the best resource (IBM and non-IBM) for resolution. These are the people who become authorized contacts to collaborate with IBM software support for fast resolution of IBM problems as well as assuming a similar role with other vendors. It is highly recommended that all authorized contacts (and any of their replacements) receive appropriate Emptoris product training prior to contacting IBM for support. We encourage you to adopt such a structure, if you haven't already, as it will help us secure the success of your IBM Emptoris solutions.

Contacting Customer Support

There are two channels to contact Customer Support. Any authorized contact at the client site may contact Customer Support.

- IBM Client Success Portal (Preferred): https://support.ibmcloud.com which provides the appropriate support address per product, an online Knowledge Base and FAQs.

- Phone:

Country	Phone Number
US International	+1 212 444 0140
US & Canada	+1 888 791 3069
United Kingdom	0 800 028 6347
Australia	+1 800 049715
India	000 800 852 1501
South Africa	0800 202 873
Japan	+81 357676015
Russia	+44 2030241427
Spain	+34 912754317
Chile	1230-020-0083
Germany	+49 6951709188
France	+33 157323112
Brazil	0800 761 1583
Portugal	+351 214159395
Taiwan	00 800 8888 3030
China	+852 30114576

Hours of Operation

The Customer Support team is available within your region to provide support during the following hours:

8:00 AM to 5:00 PM, Customer's local time, excluding IBM Company observed holidays.

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, please call the support line (phone numbers listed above) and follow the prompts. Please note the following information is required for assistance:

- Client Name
- Caller Name
- Phone Number
- Full description of issue so that we may reproduce and assist in resolution.

Supported Language(s)

- **Core Product Support:** English
- **Core Product Supplier Support:** Local language provided where available

SaaS Support for U.S. Federal Customers

The IBM SaaS is operated within an IBM data center that meets the security requirements of FISMA with an impact level of moderate as well as FedRamp certification; however, neither the software and operation processes that are used in the IBM SaaS, nor related support services, are FISMA or FedRamp certified.

- IBM Customer Support team of U.S. citizenship is available to provide support from 8:00 AM to 5:00 PM Eastern Time, excluding IBM Company observed holidays.

- All Support Tickets are accessible to the IBM Customer Support team which includes U.S. and non-U.S. citizens.

Service Request Workflow

How Your Service Request Is Handled By IBM Emptoris Support

You may submit your request for assistance by using the Client Success Portal or by telephone (where available). These requests are logged into the IBM problem management system. Once logged, a unique Support Ticket is created.

Please make note of your Support Ticket number and use it in any future communication on the issue with the support center. Your Support Ticket is routed to a resolution team for handling. A resolution team is simply a group of software support specialists. You may be transferred directly to the resolution team or your issue will be placed in a queue for response. In either case, the next person to contact you will be a specialist in the appropriate resolution team.

At the resolution team level your Service Request is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

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Upon mutual agreement of the need for IBM Support to access Client's application instance to expedite resolution, Client is responsible for account creation, enabling, and suspending access to client systems during the troubleshooting lifecycle. A video (http://bit.ly/2ofI5pd) is available online to help you understand the security best practices when working with IBM SaaS Support.

In order to investigate the issue, IBM may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem to get that required information.

Our software support specialists may request that you send IBM the problem information, systems data or test cases, etc., or that our support specialists be able to view it with you electronically. To accomplish this, IBM has two approved tools; Assist On-site (AOS) and Smart Cloud. While other tools may exist, IBM discourage their use since our support people are not trained on them nor can IBM take responsibility for the security of your data with these other vendor tools. By the terms and conditions of the applicable support agreements: (i) this information will be non-confidential (for example, not labeled "your company confidential"); and (ii) you should not supply IBM with any personally-identifiable information (whether in data or other form). You will be responsible for reasonable costs and other amounts that IBM may incur relating to any such information mistakenly provided to IBM or the loss or disclosure of such information by IBM, including those arising out of any third party claims.

Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to support IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the tapes to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media.

If you and the IBM Emptoris support specialist agree, you may decide to send your problem information or test cases to IBM. The IBM Emptoris support specialist working with you can help you set up the transfer. You need to understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other country's laws or regulations.

*In certain circumstances, your previously contracted support agreement may differ from the support specifications set forth in this handbook. In those circumstances, you will continue to be entitled to receive the services which you have previously received until the expiration of your existing contract. If a higher level of service is set forth in this handbook, IBM may, in its sole discretion provide such higher level of services to you regardless of the specifications set forth in your existing service contract.

How Technical Questions (how-to/install) are Handled

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and 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 with short duration problems involving:

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions

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- Product compatibility and interoperability questions
- Technical references to publications, such as redbooks or manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- IBM knowledge database searches

Subscription and Support and Support Line are not structured to address everything -- the following are examples of areas that are beyond their scope:

- Performance analysis
- Writing, troubleshooting or customizing client's code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting
- Interpretation or triage of customer or third party generated defect scanning reports

Most of these types of situations require some form of Advanced Support Offering. For further information about these services please contact your IBM Representative, who can help direct you to resources who can discuss your needs.

IBM Secure Engineering

IBM uses various methods to communicate security vulnerability information to customers. We use Security Bulletins when publicly disclosing security vulnerabilities discovered in IBM offerings and leverages alternative tools and processes, where appropriate (e.g. cloud-based services), for more targeted and discrete communications with entitled customers. To help protect our customers, IBM does not publically disclose or confirm security vulnerabilities until IBM has conducted an analysis of the product and issued fixes and/or mitigations. For information about Security Bulletins please monitor the IBM Client Success Portal, the IBM Product Security Incident Response Team Blog, and subscribe to My Notifications to receive important notifications about your products. When IBM publishes a Security Bulletin, the company intends to provide vulnerability information in it that is similar to the content specified in the Common Vulnerability Reporting Framework (CVRF). IBM does not intend to provide vulnerability details that could enable someone to craft an exploit.

IBM uses the Common Vulnerability Scoring System (CVSS) as a standard for communicating the impact of security vulnerabilities in IBM products and solutions. CVSS is an industry open standard for assessing the severity or impact of computer system security vulnerabilities. This standard attempts to establish a numeric measure that represents how much concern or attention the vulnerability warrants. The resulting CVSS 'score' is based on an assessment of a series of metrics. The CVSS Base Score represents the intrinsic and fundamental characteristics of the vulnerability that are typically constant over time and across user environments.

IBM provides the CVSS scores "as is" without warranty of any kind, including the implied warranties of merchantability and fitness for a particular purpose. Customers are responsible for assessing the impact of any actual or potential security vulnerability.

For additional information on IBM Secure Engineering practices, please visit: http://www-03.ibm.com/security/secure-engineering/

Submitting Software Requirements

Sometimes what appeared to be a defect turns out to be "working as designed" (or "broken as designed" as some Customers phrase it). If that's the case, the most effective vehicle available to provide IBM software development your software requirements is to attend one of IBM's technical conferences. One of the primary objectives of user groups such as GUIDE, SHARE, COMMON, or the TECHNICAL INTERCHANGE is to collect user requirements for future releases of our software products. Technical conferences provide an excellent opportunity for you to discuss requirements directly with our development teams. If you do not have the opportunity to attend user group

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meetings or would simply prefer not to wait until the next meeting, you can search for similar requirements or open a requirement through IBM's Request for Enhancement (RFE) Community.

RFE Community allows you to collaborate with Product Management, Development teams and other product users through the ability to search, view, comment on, submit, and track requests for enhancement.

- **Popular Features of RFE Community**
    - o Online Submission and Searching of RFEs
    - o Browse RFEs by product:
      - Top 20 Watched RFEs and Voted RFEs,
      - Planned RFEs and Delivered RFEs
    - o Vote or Comment on RFEs
    - o Watch RFEs
    - o Set Email or RSS feed notifications
    - o Start / Join a group to discuss RFEs

- **Links & Education that will help you get started**
    - o B2B & Commerce RFE Community Page
    - o Learn about the RFE process (YouTube)
    - o How to vote for RFEs (YouTube)
    - o Learn about how to submit, view and send out notifications on RFEs (YouTube)
    - o How to watch for and get notified on RFEs (YouTube)
    - o How to search for RFEs (YouTube)
    - o RFE Community FAQ page
    - o RFE status values and definitions

- **Questions about the RFE Community portal?**
  Email: b2bcrfe@us.ibm.com

Your Responsibilities

IBM does not warrant that our products are defect free. However, we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you with assistance and guidance. However, we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or soft copy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems.

And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are not positioned to do the work, you can engage a services provider such as IBM Global Technical Services (GTS) or a business partner to assist you, for an additional fee. If you are already involved in a services engagement in which GTS or a Business Partner is designing and implementing an application for you, you should ensure the statement of work is very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

You are responsible for training your suppliers and end users on the Emptoris solution.

Escalation Process

Our escalation process is made available for you to pursue a particular concern regarding an open support request.

You should submit a new ticket via the IBM Client Success Portal with the issue summary "Escalation Request" and the following information in the description of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx.

- A brief summary of the reason for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

If you deem appropriate, after submitting the escalation ticket, you may also call and ask to speak to the on-duty manager to escalate.

Note: Please do not request an escalation through a comment in your existing ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ Unable to use the product or reasonably continue work using the product in a production environment ▪ Product security has been breached ▪ Data corruption is occurring ▪ Supplier and buyer unable to place bids (via UI and via import) ▪ All users are unable to create contracts, open contract language, approve contracts and execute contracts
2	▪ Critical product components not working properly. ▪ Behavior has created a significant negative impact on productivity ▪ Users not receiving event invitations ▪ Contracts Approval Workflows and Rules function Incorrectly
3	▪ Product components not working properly although an alternative solution is available ▪ A non- essential feature is unavailable with no alternative solution ▪ Unable to attach document to items in event ▪ Notification Template Formatting Incorrect ▪ Non-critical software features are producing unexpected results.
4	▪ Product information request ▪ Product documentation clarification ▪ How to export an event ▪ How to Schedule a Reporting Job

We understand that in certain circumstances, the severity definition doesn't adequately describe the urgency of a particular issue and the priority of that ticket needs to be elevated (especially in cases of Severity 2, 3 and 4). In those instances, please ask the Emptoris support specialist to increase the priority of that ticket.

Product Maintenance and Versioning Terminology

The IBM Emptoris product numbering is based on the IBM Version (V) - Release (R) - Modification (M) - Fix Pack Level (F) structure with V.R.M.F format. Interim fix (aka iFix) is the 5th digit following the Fix Pack level. Example: SSM 10.0.1.3.2 means SSM platform application on version 10 - Release 0 - Modification 1 - Fix Pack 3 - iFix 2.

Fix Pack is a collection of product fixes which are released on a schedule based on the need of the general customer base. iFix contain one or small number of fixes that is targeted for business critical issues. If your reported problem is confirmed to be a product defect, IBM Emptoris Support will work with you to determine the appropriate release vehicle base on business impact.

For additional detailed explanation of the Maintenance Delivery Vehicle (MDV) terminology used by IBM, please visit the **V.R.M.F Maintenance Stream Delivery Vehicle terminology** web site.

Support Ticket Closure

When a solution has been provided by the Emptoris support team to resolve your issue, you can close your support ticket. For example: if the reported problem is resolved in a VRMF or iFix release that is available for install/download, after Support informs you of the solution, your ticket is considered resolved.

If you do not take any action to close the ticket, the support ticket is automatically closed after the following process:

1. The IBM Emptoris support teams updates your ticket status as Resolution Provided.

2. After one week, if you do not take any action to close the ticket or provide a new update to request additional assistance on the ticket, a notification message is sent to inform you the ticket will be closed if we do not receive a response from you after two additional follow-up attempts.

In addition, if the IBM Emptoris support team requests more information about your issue and you do not take any action to close the ticket, or provide a new update for the issue, the support ticket is automatically closed after the following process:

1. The IBM Emptoris support teams updates your ticket status requesting additional information.

2. After one week, if you do not take any action to close the ticket, or provide a new update for the issue, a notification message is sent to inform you the ticket will be closed if we do not receive a response from you after two additional follow-up attempts.

Weekly Site Maintenance Schedule for Hosted Customers

If your site(s) is hosted by IBM, please note the following weekly maintenance window.

Production Instance
- Every Saturday - London data center 6:00 PM to midnight local time; Dallas & Toronto data centers 6:00 PM to midnight Eastern Time.
- For customer using Emptoris Contract Management systems, please note the maintenance window for Contract Reporting Analytics servers end on midnight Sundays.

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Sandbox Instance
- Every Wednesday from 7:00 PM to 1AM ET.

Please do inform your end-users of the site maintenance schedule and advise users to plan their system activities accordingly.

Installation Request

- For Customer-hosted sites:
  - o Depending on the version required, Customer can download builds via IBM Emptoris Down-Level, Passport Advantage or Fix Central sites.
- For Emptoris-hosted sites:
  - o Customer submits installation request via the IBM Client Success Portal or phone (install request must include the exact product version and site URL).

Stay Informed

We know it's hard to stay informed. That's why we have systems that will email you when new fixes or alerts come out. You can subscribe to specific types of information you're interested in, so you only receive the information you're looking for.

The following Emptoris advisory announcements are communicated via IBM Watson Campaign Automation:
- Major Product Release Communication
- SaaS Customer Service Advisories
- Support Operation Advisories
- Software Support Lifecycle - End of Support Notification

Subscribe to receive the above advisories by completing the web form below:
http://www.pages03.net/ibm-supportstrategyandsvcs/EmptorisSupportnotificationOpt-In/

The following advisory announcements for the IBM Emptoris product line are communicated via Knowledge Reference updates in the IBM Client Success Portal:

- Support Handbook updates
- Fix Pack and iFix Release Communication
- Product Security Bulletins
- Software Support Lifecycle - End of Support Notification

In order to receive updates, you must subscribe to the Knowledge Topics.

➢ **Support Handbook**

IBM Emptoris operates under the SaaS Support Handbook guidelines for both On-Premise and SaaS customers.

- o To receive notification of updates to the SaaS Support Handbook, please subscribe to Knowledge Topic titled "How do I know when the IBM Support Handbook is up-dated?"

➢ **Product Publication and Release Communication**

- o All product publication and Release Notes (excluding Release Cards) from version 10.0.2.5 forward are downloadable from IBM Knowledge Center

1. Go to https://www-01.ibm.com/support/knowledgecenter/?lang=en
2. In the Search field, enter Emptoris and select the Product name
3. Select the version of interest

- All product publication and Release Notes (excluding Release Cards) prior to version 10.0.2.5 are downloadable from IBM Publication Center

  - http://www-05.ibm.com/e-business/linkweb/publications/servlet/pbi.wss
  - How to search for Emptoris publication:
    1. From the IBM Publication Center home page, select your local country/region/language.
    2. In the Welcome page, click "Search for Publication" link
    3. On the Quick Publications Center Search page, in the "Search On" field, enter these key words:
       a. General publication search: **IBM Emptoris <product name>**
       b. Release Notes search: **IBM Emptoris <product name> Release Notes**
  - In the Search Result, select the document and version you wish to download.

- **Release Notes**
  - Published for every V.R.M.F. release.
  - Contents of a Release Note include the following:
    - What's New
    - Resolved Issues
    - Open Issues
- **Release Cards**
  - Published for every Fix Pack and iFix.

  - Contents include the following:
    - Build version and additional document information
    - Special instructions for installation
    - Suite Compatibility Matrix
    - Resolved Issues

  - Each Release Card is included with the software package file that is available for download from Fix Central, which is accessible from your Passport Advantage portal.

  - Release Cards are also published on the IBM Emptoris Client Success Portal knowledge base.

    Following are the essential Release Card topics for the IBM Emptoris Suite. If you wish to receive alert notifications when new release cards are added to your topic(s) of interest, you must subscribe to the topic.

    - ➢ Release Card – Emptoris Sourcing
    - ➢ Release Card - Emptoris Contract Management
    - ➢ Release Card - Emptoris Program Management
    - ➢ Release Card - Emptoris Services Procurement
    - ➢ Release Card - Emptoris Spend Analysis

- ➢ Release Card - Emptoris Strategic Supply Management (SSM) Platform
- ➢ Release Card - Emptoris Supplier Lifecycle Management

➢ **Product Security Bulletins**

Important information regarding security vulnerabilities that affect Emptoris products are published in Knowledge Articles.

Following are the essential Security Bulletin knowledge topics for the IBM Emptoris Suite. If you wish to receive alert notification when new security bulletins are added to your topic of interest, you must subscribe to the topic.

- ➢ Security Bulletins for Emptoris Contract Management
- ➢ Security Bulletins for Emptoris Program Management
- ➢ Security Bulletins for Emptoris Services Procurement
- ➢ Security Bulletins for Emptoris Sourcing
- ➢ Security Bulletins for Emptoris Spend Analysis
- ➢ Security Bulletins for Emptoris SSM Analytics Integration Module
- ➢ Security Bulletins for Emptoris Strategic Supply Management Platform
- ➢ Security Bulletins for Emptoris Supplier Lifecycle Management

➢ **How to Subscribe to a Knowledge Topic:**

- o Login to the Client Success portal.
- o Search for the Knowledge Topic of interest (see list above).
- o After the topic opens, click the "Subscribe" link at the bottom of the topic.
- o Click the "subscribe" button that appears in the pop-up window.
- o You should see the success message which confirms your subscription to the topic.

Additional information regarding our service advisory notification are posted to Knowledge Topic titled "IBM Emptoris Service Advisory - How to Subscribe"

Site Availability Credits

A support ticket claim for failure to meet an SLA must be submitted within thirty business days after event that has impacted the IBM SaaS availability. Compensation for a valid SLA claim will be a credit against a future invoice for the IBM SaaS based on the duration of time during which production system processing for the IBM SaaS is not available ("Downtime"). Downtime is measured from the time Client reports the event until the time the IBM SaaS is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM's control; problems with Client 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. IBM will apply the highest applicable compensation based on the cumulative availability of the IBM SaaS during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 10 percent of one twelfth (1/12th) of the annual charge for the IBM SaaS.

Refer to the terms and conditions for site availability credits in your service contract. To initiate a claim, submit a support ticket with IBM support help desk and attach a copy of your contract with the terms and condition of compensation.

Appendix L: IBM® Cognos® Disclosure Management

The support information provided in this section applies to :

IBM® Cognos® Disclosure Management® on Cloud.

For support information related to IBM® Planning Analytics, IBM® Cognos TM1 on Cloud or IBM® Concert please refer to Appendix AO. For support information related to IBM® Cognos Controller® on Cloud, please refer to Appendix CC

Contacting Customer Support

Authorized contacts at the client site can contact Customer Support via the following channels:

- 24 x 7 Service Request tool: http://www.ibm.com/support/servicerequest

- Telephone: http://www.ibm.com/planetwide/ . Please use the appropriate Software Support number for your country.

Hours of Operation

- IBM Service Request tool: 24 x 7

- The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example, in North America, those hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Service Request tool, http://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the Customer Support portal. Updates and client responses are also recorded in the ticket notes.

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

North America: Colin Young Pow   cyoungpow@ca.ibm.com   +1 905 413 4040
Europe: Adrian Stroe   adrian.stroe@ro.ibm.com   +40 372 210 032
Asia-Pacific: Peter Dalliston   peter.dalliston@au1.ibm.com +61 2 9354 4500

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix M: IBM® Algo One Managed Data Services on Cloud

Contacting Customer Support

Support will be provided by communication through the IBM Client Success Portal and, in the event that the Portal is unavailable, by e-mail to and from the account managers and support representatives.

- IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation

IBM Client Success Portal: 9:00 AM to 5:00 PM Central European Time (CET), Monday-Friday (excluding holidays).

Support issues may be opened or updated 24 x 7 via the Client Success Portal; however, responses to issues are not guaranteed outside of the normal hours of operation stated above.

After Hours Support

To request support assistance outside of the hours listed above, please open a ticket in the Support Portal: https://support.ibmcloud.com

Select Severity 1 for the Severity field.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com with the following information:

1. Summary field beginning with "Escalation" followed by ticket number needing escalation

2. Details field should include the ticket number needing escalation and a brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Please note that while we may be able to process some escalation requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Example
1	Critical Impact / Service Down ▪ A defect prevents you from accessing or using the data provided by Managed Data Services due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical data.
2	Significant Business Impact ▪ A defect restricts the use of data provided by Managed Data Services due to (i) unavailability of certain data but does not completely prevent use of the data set; or (ii) download server performance degradation.
3	Minor Business Impact ▪ A defect causes operational inconvenience to you but no significant interference with your business operations.
4	Minimal Business Impact ▪ An inquiry, non-technical request, or a minor defect that has a minimal or no immediate impact on you.

Appendix N: IBM® Watson®

Contacting Customer Support

Customers are required to provide a level 1 contact to users for initial troubleshooting, gathering data for problem documentation, and verification that the issue is isolated to the Watson services.

The IBM Client Success Portal and IBM Watson™ voice technical support are intended for your technical support personnel to contact the Watson level 2 support team and not intended for use by your users.

- IBM Client Success Portal: https://support.ibmcloud.com/ics/support/mylogin.asp

  Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM.

- IBM Watson voice technical support: For critical (Severity 1) problems and outages during support hours:

  - 1-855-6-Watson
  - 1-855-692-8766

Hours of Operation

IBM Client Success Portal: 24 x 7

Phone support: Monday – Friday: 7:00 AM Eastern Time – 9:00 PM Eastern Time

Hours of operation are defined as 7:00 AM Eastern Time – 9:00 PM Eastern Time Monday through Friday whether or not daylight savings time is in effect.

After Hours Support

IBM Client Success Portal support is 24 x7

After Hours Support is available only for Severity 1 issues. For Severity 1 issues, call the IBM Watson Voice technical support
  - 1-855-6-Watson
  - 1-855-692-8766

After calling, open a ticket in Client Success Portal.

For Severity 2, 3, or 4; support issues can be opened or updated 24x7 via the Client Success Portal. However, responses to issues are not guaranteed outside of the normal hours of operation that are stated.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented within a support ticket. Each ticket is assigned a unique number for reference and a severity level that is based on the details within the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Submit a new ticket via the IBM Client Success Portal at:
https://support.ibmcloud.com/ics/support/mylogin.asp

To expedite your escalation request, include the information below in the body of the ticket**:**

1. The ticket number that needs escalation.

2. A brief summary of the reasons for the escalation request. This information will ensure that all of your open support tickets are prioritized appropriately.

Severity Examples

The following are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Description
1	▪ Watson Application User Interface is down or not responding.
2	▪ Users can log in, but the system is slow to respond. ▪ A major function of the application is not working for all users and impacting business.
3	▪ The data returned by the Watson Solution appears to be incomplete or out-of-date. ▪ A feature of function is not working as expected but work can continue.
4	▪ How to add a new user to the service. ▪ A request for a change to a system feature or function (requires business approval).

Appendix O: IBM® Sales Performance Management Products

The support information provided in this section applies to these offerings:

IBM® Incentive Compensation Management, IBM® Producer Lifecycle and Credential Management, IBM® Quota Management, IBM® Sales Planning, and IBM® Territory Management

IBM provides customers with technical assistance with (i) the use of the IBM Sales Performance Management SaaS; (ii) the identification of IBM Sales Performance Management SaaS or documentation issues; and (iii) the reporting of product defects in accordance with the response times described in your company's SLA.

Our technical support includes the following:

- Responses to questions relating to the IBM Sales Performance Management SaaS, including without limitation isolating problems to the product, data or equipment;
- The development of a temporary solution to or an emergency bypass of a deficiency;
- Corrections and repairs of errors, problems or deficiencies with the IBM SaaS product, to the extent technically feasible; and
- Clarification of documentation.

Contacting Customer Support

There are two channels to contact Customer Support.

1. IBM Client Success Portal: https://support.ibmcloud.com
2. Email: vsupport@ca.ibm.com

   Please note that this will automatically create a ticket with Severity 3.

Hours of Operation

Standard Customer Support hours of operation for all severities:

Monday to Friday, 9:00 AM – 5:00 PM local business hours

After Hours Support

IBM Sales Performance Management Support provides 24 x 7 support for Severity 1 cases. Should you need to report a Severity 1 issue during or after business hours:

- Create a ticket in the Portal and set Customer Severity to Sev 1 – Critical Impact / Service Down

  OR

- Email vsupport@ca.ibm.com and put "Sev1" in the subject line

This will generate an alert to notify the appropriate team.

If you would like to speak to us directly, please enter a Call Request as follows:
- Send an email to vsupport@ca.ibm.com and put "call me" in the subject line

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Supported Language(s)

The primary language of the IBM Sales Performance Management Support team is English, however, IBM Support has other language support available as required and contracted between IBM and the Customer.

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Should you need to escalate an issue:

- Send an email to vsupport@ca.ibm.com and put "Escalate: Sev1" in the subject line.

Note: Please do not escalate through a comment in an open ticket or forward a tracking system email you received. This ensures the proper escalation process to be triggered. We endeavor to process requests quickly, however, there may be questions or issues that require a longer time for analysis and recommended actions.

*For all issues that require immediate attention, follow the Severity 1 process explained in the After Hours Support section.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
Severity 1 Critical Business Impact /Service Down (Production Only)	▪ Complete inability to use the software as defined by the documentation, Customer's use of the software either stopped completely, calculations cannot be produced, imports failing, cannot access payee ledger, etc. ▪ Production is halted and users have limited access to the software ▪ Serious performance degradation that significantly impacts users of the software ▪ The software consistently produces material errors in numerical calculations, not related to configuration of the application ▪ A problem that causes a significant negative impact to the User Acceptance Test ▪ Critical change request for SaaS customers that could not have been reasonably known in advance and that must be accommodated immediately
Severity 2 Significant Business Impact	▪ Major functionality of the software is not working as defined by documentation ▪ Software is usable but incomplete, causing disruptions to normal service ▪ The software performs most, but not all of its documented functionality, but there is a serious impact on the customer's productivity or service levels

Severity 3 Medium Business Impact	▪ Issues that affect an isolated component of the software that does not affect the ability of the software to materially perform in accordance with the documentation ▪ The software is usable, but does not perform all documented functions on all devices ▪ Issues that have acceptable workarounds ▪ Assist with migrations and upgrades
Severity 4 Low Impact	▪ General inquiries on the use of the software ▪ Minor errors in layout and formatting, causing minimal impact to business ▪ Customer is able to use the software with no loss of operational functionality, but needs clarification on the behavior, performance or documentation ▪ System configuration issues such as localization changes ▪ Documentation issues

A resolution may be any one of the following:
(i) An answer to your question; or
(ii) A workaround or fix for the reported issue.

Note that fixes may not be retrofitted to earlier releases, versions or modifications. You may be required to upgrade your software to obtain the fix for the issue you are reporting.

IBM will take all reasonable measures to confirm that your issue has been resolved to your satisfaction. Tickets are closed after three unsuccessful contact attempts, or after a seven day period of inactivity after a solution has been proposed. Tickets can be re-opened if you decline the proposed resolution or if you need more information from IBM.

Appendix P: IBM® Service Engage (formerly Cloud and Smarter Infrastructure SaaS (aka Tivoli))

The support information provided in this section applies to these offerings:

- IBM® Alert Notification

- IBM® Application Performance Management

- IBM® Workload Automation - Software as a Service

- IBM® Control Desk on Cloud

- IBM® Runbook Automation

Contacting Customer Support

Customer Support is available via the following channels:

- Clients with a valid subscription can also access or Support teams through our conversational support experience we call IBM Care **https://careoutside.podc.sl.edst.ibm.com/login.html**

  - Purchasing Clients receive Sev1 System Down Phone Support

    - Our Support Hotline is available with toll free numbers in multiple countries; please see your service specific Welcome Kit and Support Quick Guide for details.

Hours of Operation

The Customer Support team is available to provide support via the following channels:
- IBM Care support page: 24 x 7
- Chat via the IBM Care page:
  - North America: 8 A.M. to 8 P.M. U.S. Eastern Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 System Down issues on business days, weekends and holidays. To request After Hours Support, please create a session via the IBM Care Portal.

Note: No other support requests will be accepted after hours.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via IBM Care Session. Once your Session is received, we review each item and assign a severity based on the issue details submitted. Each session is followed through to closure by Customer Support Representative.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support session.

When contacting the SaaS Support team ask to speak the Customer Support Representative's manager – escalations to an IBM Support Manager will receive prompt attention.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Example
Severity 1	A defect prevents you from accessing or using the Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
Severity 2	A defect restricts the use of the Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Service; or (ii) performance degradation or poor response time.
Severity 3	A defect causes operational inconvenience to you but no significant interference with the Service.
Severity 4	A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

Appendix Q: IBM® Multi-Enterprise Relationship Management on Cloud

Contacting Customer Support

There are three channels to contact Customer Support. Any authorized contact at the client site may contact Customer Support.
- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com Click on the Sterling icon and login with your ID and password
- E-mail: MRM@us.ibm.com
- Phone: 1-855-646-5629

Hours of Operation

8:00 AM to 11:00 PM Eastern Time, Monday to Friday (excluding holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays.

To request After Hours Support, please call the phone number listed above and follow the prompts. Please note the following information is required for assistance:
- Account Name
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal, e-mail or phone.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or e-mail via https://support.ibmcloud.com or mrm@us.ibm.com with the issue summary or e-mail subject line of "Escalation" and the following information in the body of the ticket:

Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or reply to a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: **Please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response.** Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1 Critical Business Impact / Service	▪ System down ▪ Hardware or System Failure ▪ Pages not responding ▪ Unable to login (Administration, Customer-facing, Integration points)
2 Significant Business Impact	▪ System Slow, but not down ▪ Web pages sluggish ▪ Occasional errors
3 Minor Business Impact	▪ Non-system impacted questions and incidents ▪ Requests for service (log file retrieval, Database queries)
4 Minimal Business Impact	▪ General Questions ▪ Operational Questions (How do I do…?)

Appendix R: IBM® Bluemix®

Technical or Registration & Billing Support

Free Support: All trial customers of Bluemix receive ticketed support, but no response time objectives are offered. Ticket severity is limited to severity 4.

Basic Support: All customers who have purchased Bluemix but have not purchased support receive ticketed support, but no response time objectives are offered. Ticket severity is limited to severity 4.

Standard Support: All customers in a Bluemix account that have purchased Standard Support receive ticketed, technical support with the response time objectives defined below. Those who purchased Bluemix Dedicated or Bluemix Local receive this support as part of the offering.

Premium Support: Any customers in a Bluemix account who have purchased Premium Support receive ticketed support with improved response times, priority handling, and a Client Success Manager assigned to your account. A Client Success Manager will be made available for up to 8 hours a week to provide a rapid route into the Bluemix organization, providing proactive and focused attention to help clients achieve maximum value from the environment quickly.

Note: All customers are provided free technical support through our community support at: https://developer.ibm.com/bluemix/ or on Stack Overflow at: http://stackoverflow.com/questions/tagged/bluemix
Our Development staff monitors both forums.

Hours of Operation
Sunday 10:00 PM GMT – Friday 11:59 PM GMT (excluding US/Italian/Australian holidays).
Please see holiday schedule at: http://ibm.biz/bluemixholidays

Supported Language(s)
For more information, please visit
https://bluemix.net/docs/support/index.html#contacting-support

To Get Assistance
Bluemix offers three options for obtaining ticketed support:

1. Once you are logged in to Bluemix, click the Profile and 'Get help' link under your account
2. Client Success Portal: https://support.ibmcloud.com
3. Complete the form at http://ibm.biz/bluemixsupport

See your account owner about signing up for support if your organization has not purchased support.

How different services are supported

You define the severity of the issue based on your business needs and your level of support. 'Severity level guidelines & response time objectives' are described below.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution. Once root cause analysis is complete, the team will take one of the following actions:

a. Root cause is an IBM Generally Available Service or container image - If a ticket is opened and the root cause analysis determined that this is a defect in the IBM provided Generally Available service or container image, the ticket will be provided attention based on the severity set by you.

b. Root cause is an IBM Beta Service or container image - IBM will release services or container images that are classified as Beta. This helps the development and marketing teams assess the value of the service in the market and make adjustments before making the service Generally Available. If a ticket is opened and the root cause analysis determines that there is a defect in an IBM provided Beta service, then IBM is not obligated to provide a fix. Additionally, the ticket would be handled with a severity 3 or 4 where applicable.

c. Root cause is an Experimental Service or container image - IBM will release services or container images that are classified as Experimental. These services may be unstable, change frequently and may be discontinued with short notice. Services identified as Experimental will be supported via our Bluemix forum only.

d. Root cause is a Third Party Service - Third party services are provided by vendors outside of IBM. They can be provided by individual software entities, partners or ISVs. If a ticket is opened and the root cause analysis determines that there is a defect in a Third Party Service, then IBM is not obligated to provide a fix. Additionally, IBM will work through our Market place and with the client and third party to help solve the problem.

e. Root cause is an Open Source or Community Service - Open Source or Community services are provided by open source communities outside of IBM. If a ticket is opened and the root cause analysis determines that there is a defect in a Community Service, then IBM is not obligated to provide a fix. Additionally, IBM will close the ticket and refer the customer to the community or forum for support.

Severity Level Guidelines & Response Time Objectives

The following table is intended to outline response time objectives that IBM strives to achieve, measured from the time IBM receives your initial request for support, to the time IBM provides an initial communication back to you regarding your request.

Response time objectives described herein are intended to describe IBM's goals only, and do not represent a guarantee of performance.

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical business impact/service down:** Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	**Free:** N/A **Basic**: N/A **Standard**: Within 1 hour **Premium**: Within 1 hour	**Free:** N/A **Basic**: N/A **Standard**: 24x7 **Premium**: 24X7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	**Free:** N/A **Basic**: N/A **Standard**: Within 2 hour **Premium**: Within 90 minutes	**Free:** N/A **Basic**: N/A **Standard**: Hours of Operation **Premium**: Hours of Operation
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on operations.	**Free:** N/A **Basic**: N/A **Standard**: Within 4 hours **Premium**: Within 2 hours	**Free:** N/A **Basic**: N/A **Standard**: Hours of Operation **Premium**: Hours of Operation
4	**Minimal business impact:** An inquiry or non-technical request	**Free:** Best Effort **Basic**: Best Effort **Standard**: Within 8 hours **Premium**: Within 4 hours	**Free:** Hours of Operation **Basic**: Hours of Operation **Standard**: Hours of Operation **Premium**: Hours of Operation

Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support. The survey focuses on quality of support provided and overall experience. The survey results are reviewed by management. IBM reserves all rights, title and interest in and to any feedback that you provide to IBM, including without limitation, in the form of suggestions, ideas, concepts, improvements, reports and any other materials, whether written or oral.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Reporting a Potential Security Vulnerability

1. Open a Severity 1 ticket, or the highest level for the support tier you purchased, using any of the Bluemix Support channels described above.

2. Make clear in the ticket summary that it is about a potential security vulnerability

3. Provide details of the potential security vulnerability by including one of the following:

   - Provide a phone number where you can be reached to discuss the issue
   - Encrypt the details as a block of text in the body of the ticket and provide instructions as to how IBM Support can contact the customer securely, to obtain decryption instructions

Escalation Process

For those that have Standard Support or Premium Support, the escalation process is to be used if you feel your ticket is not being addressed properly. Your request is routed to Bluemix Support management for the purpose of correcting the current issue and changing our processes to serve you better.

Please submit a **new** ticket with the subject line of "Escalation Request". To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Appendix S: IBM® Security Trusteer

Contacting Customer Support

Customers have several options when requesting Trusteer support:
- Submit a Ticket online (http://www.trusteer.com/support)
- Request Live Chat
- Submit an email *(Enterprise support only)*
- Telephone *(Premium Support Customers Only)*
  - Call back Request - A Trusteer User can request a support representative call back by submitting a Callback Request.
    - o TrusteerUsers are defined as clients of a Trusteer Enterprise customer, where the Enterprise customer provides the Trusteer offering to their clients.
  - Enterprise customers that have purchased Trusteer's Premium Support may call IBM Trusteer support directly 24x7.

Hours of Operation& Support Levels

IBM Trusteer offers two levels of support:
- Standard Support - included in the base subscription, with the following exceptions:
  - TrusteerMobile SDK includes Developer Support
  - Trusteer Rapport Mandatory Service - Customers who are required to use IBM Trusteer by their financial institution.
- Premium Support is available for an additional charge.

Feature*	Standard Support	Premium Support
Support audience	End Users Enterprise customers	End Users Enterprise customers
Support availability (hours of operation)	8:00 AM – 5:00 PM, Monday - Friday, local time	24x7
Available channels of communication	Web form Live chat Email (Enterprise customers only)	Web form Live chat Email Call back request (End User only) Direct phone (Enterprise customers only)
Language support	Email - English, Japanese, Portuguese, Dutch, French, Spanish, German, Polish and Czech Chat and Phone – English andJapanese only	
Escalation	Enterprise customers only	Enterprise customers only
Proactive updates (releases, known issues, resolutions)	Enterprise customers only	Enterprise customers only
Access to Enterprise Portal	Enterprise customers only	Enterprise customers only
Access to Trusteer resources for product development and feature requests	Enterprise customers only	Enterprise customers only

*Support Features may differ by region, contact your IBM Sales Representative to confirm availability

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available for Premium Support customers. Requests from Standard Support customers will be responded to the next business day.

Supported Language(s)

Email - English, Japanese, Portuguese, Dutch, French, Spanish, German, Polish and Czech.
Chat and Phone – English and Japanese only.
Japanese language support for **End Users** is available during Japan hours, 9:00 AM - 9:00 PM Monday thru Friday (except National holidays and December 30 through January 3) via email.
Japanese language support for **Enterprise Customers** is available during Japan business hours, 9:00 AM - 5:00 PM Monday thru Friday, (except National holidays and December 30 through January 3) via email.

Service Request Workflow

Prior to Opening a Ticket

When encountering an issue with Trusteer products or if you have questions regarding any of the Trusteer products, we strongly recommend that you search for an answer to your question using the Ask a Question search on Trusteer's Support Portal (www.trusteer.com/support).The portal includes a vast amount of knowledge and provides easy access to the most frequently askedquestions including supported platforms.

How to Open a Ticket

If you were unable to find a solution in our extensive knowledge base, you may submit a support request. To submit a support request, choose a communication option (Web form, chat, email, and phone). For high severity issues, chat or phone is recommended.

    Required Information

    In order to provide effective support, the following information is requested.
  i. Contact information – include email address & phone number
  ii. Trusteer Product origin – End users provide the name of the financial institution the Trusteer product was obtained from. If Rapport or Apex are used internally, provide the company name
  iii. Trusteer Product version and ID – located in the console, under Product Settings
  iv. Installation date – If date is unknown mention if this is a new or established installation
  v. Internet browser – the browser used when the issue was encountered
  vi. OS version

    Submit a Ticket online – After submitting your problem or question online, a support ticket is created and a ticket number is assigned. The requestor will receive an automated email confirming the creation of a support ticket, including the ticket number. Please reference the ticket number in any correspondence with Trusteer Support to ensure proper tracking.

    Once created, the ticketis assigned to a Trusteer Support Engineer who assumes ownership until resolution. The Support Engineer works with the requestor to resolve the issue using standard problem determination and troubleshooting methods such as log review, tracing and remote access to the client. The Support Engineer, in consultation with the requestor,agrees to an action plan for troubleshooting and resolving the issue within a reasonable time. The requestor must be available to work with the Support Engineer to resolve the issue.

Obtaining Ticket Status (Enterprise customers only)

Trusteer customers are able to track their tickets as well as those of their end user via the Enterprise portal. To obtain access, please register or send an email to:enterprise.support@trusteer.ibm.com

Each enterprise may have up to 3 unique userids authorized to access the Enterprise portal.

Closing Support Tickets

Tickets are closed when the Support Engineer, in consultation with the ticket initiator, agree that a resolution has been reached. If the same issue re-occurs, the original ticket can be re-opened within 10 business days. After this period, a new ticket will be opened.

Tickets may also be closed due to the following:
- The ticket initiator informs the Support Engineer that the ticket is no longer relevant.
- The ticket initiator and Support Engineer agree that the issue is not a Trusteer related issue.
- The ticket initiator does not respond to a Support Engineer request within 5 days. In this ticket, for end users the ticket is closed automatically. For Enterprise customers, the Support Engineer will try to follow up twice (usually once via email and once via phone) and if there is no response the ticket will be closed

Escalation Process

If you feel a specific ticket is not progressing as you expected, please follow these steps to escalate:
- Verify the ticket number, the status and severity of the ticket number.
- Contact support (using email, callback or telephone) and ask to speak with a Trusteer Support Manager.
- If the Trusteer Support Manager's response is not satisfactory, ask to speak with the Director of Trusteer Support.

Severity Examples

The table below includes some common examples of support issues and suggested severity levels. These examples are provided as general guidelines and for informational purposes only.

Severity	Description
High	▪ The online service is either substantially inoperative, unusable, or where a major function of the current release or any previous release is unusable or substantially inoperable as a result of an incident. ▪ A problem in the current release or any previous release affects the end users' ability to access the Internet and affects the majority of users.
Medium	▪ The online service has an incident which has an adverse impact on its use or functionality. ▪ Affects many end users and is visible but end users are still able to access the Internet. ▪ Affects a small number of users and prevents them from working or accessing the internet.
Low	▪ The online services have a minor problem which has a workaround for the end users concerned without significant inconvenience. ▪ Any other issue which has a workaround or affects a small number of end users.

Appendix T: ECM SaaS Offerings: IBM® Navigator and Watson® Curator

Contacting Customer Support

There are two channels to contact Customer Support for Navigator on Cloud. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or the Support link from the Navigator on Cloud application which provides an online Knowledge Base, FAQs, recorded training, downloadable documentation, and ticket view and update *(Support tickets follow E-mail Hours of Operation).*

   IBM Navigator and Watson Curator Support provides 24 x 7 support for Severity 1 cases via the support portal.

   To use the IBM Client Success Portal with IBM Navigator and Watson Curator requires a user ID sign-on which can be requested from the Support Portal page.

- E-mail: ecmcloud@us.ibm.com

Hours of Operation

The Customer Support team is available to provide support via the following channels:

1. IBM Client Success Portal: 24 x 7 (*Support tickets through Portal follow E-mail Hours of Operation)*

2. E-mail: Sunday 7:00 PM - Friday, 7:00 PM U.S. Central (excluding IBM company observed holidays)

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal or e-mail.

Once your Support Portal ticket or e-mail is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by ECM SaaS Support personnel.

Escalation Process

We believe IBM Support is "Best of Breed". If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative.

2. Submit a new ticket via https://support.ibmcloud.com or ecmcloud@us.ibm.com with "Escalation" written in the Issue Summary (ticket through portal) or as the subject line of the email.

   The following information should be included in the body of the ticket/email:

   - Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

   - Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

   Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-

mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

3. Ask to speak to the service representative's manager - Escalations to an IBM manager will receive prompt attention and management focus.

4. Ask for a "Duty Manager" - the Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately. To invoke the Duty Manager process, please call 888-242-3040 and select option 7, for "Enterprise Content Management Solutions for Cloud products".

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
2	▪ A defect restricts the use of the application by you due to (i) unavailability of certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time.
3	▪ A defect causes operational inconvenience to you but no significant interference with the application.
4	▪ A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

Appendix U: Watson Campaign Automation formerly IBM Marketing Cloud

IBM-Branded offerings: Watson Campaign Automation provides standard web-based and phone-based product support for entitled customers who have purchased Watson Campaign Automation offerings. This "baseline" support is included as part of SaaS hosted service. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.

The Knowledge Centre, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Heritage Watson Campaign Automation offerings: Watson Campaign Automation provides standard web-based and phone-based product support for entitled customers who have purchased a separate IBM Silverpop support offering. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.

The Knowledge Centre, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Contacting Client Support

Watson Campaign Automation Technical Support

Standard Support

IBM Silverpop provides standard web-based and phone-based product support for entitled customers who have purchased Watson Campaign Automation during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/

Professional Certification Support

Web and Phone-based tickets submitted by clients that have earned the Watson Campaign Automation Professional Certification will be immediately routed to a senior member of our Client Support team. Contact http://www.silverpop.com/certworkshops/ if you want to learn more about earning certification on the IBM Silverpop family of products.

Watson Campaign Automation Terms of Support

For Watson Campaign Automation offerings, baseline technical support is provided for the platform as part of the overall purchase and is not available as a separate offering. For heritage offerings sold prior to IBM branding, existing terms and conditions continue to apply.

Watson Campaign Automation CRM Technical Support

Standard Support

For entitled customers who have purchased CRM integration options for their Watson Campaign Automation products, Watson Campaign Automation provides standard web-based and phone-based product support for **CRM** during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/

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Watson Campaign Automation Deliverability Technical Support

Standard Support

For entitled customers who have purchased Watson Campaign Automation offerings, Watson Campaign Automation provides standard web-based and phone-based product support for **Deliverability** during the hours of operation defined below.

24 x 7 Support web portal: https://portal.silverpop.com/

Hours of Operation

Watson Campaign Automation Technical Support

Standard Support Hours:

Day	Hours of Operation
Sunday	6:00 PM – 11:59 PM Eastern U.S.
Monday - Thursday	24 x 7
Friday	12:00 AM - 9:00 PM Eastern U.S.
Saturday	Closed

Watson Campaign Automation CRM Technical Support

Standard Support Hours:

Day	Hours of Operation
Sunday	Closed
Monday - Friday	8:00 AM – 6:00 PM Eastern U.S.
Saturday	Closed

Watson Campaign Automation Deliverability Technical Support

Standard Support Hours:

Day	Hours of Operation
Sunday	Closed
Monday - Thursday	5:00 AM – 10:00 PM Eastern U.S.
Friday	5:00 AM – 8:00 PM Eastern U.S.
Saturday	Closed

After Hours Support

Watson Campaign Automation Technical Support

After Hours Support for entitled customers who have purchased Watson Campaign Automation (outside of the regular operating hours stated above) is available only for Severity 1 issues on weekends, and holidays.

For urgent business impacting issues an after-hours ticket can be logged by using the customer support portal:

Link for opening an After-Hours Support ticket: https://portal.silverpop.com/

Watson Campaign Automation CRM Technical Support

After Hours Support (outside of the regular operating hours stated above) for entitled CRM customers is available only for Severity 1 issues, 7 days a week. For urgent business-impacting issues, an after-hours ticket can be logged using the customer support portal. An Watson Campaign Automation Client Services on-call representative will contact the CRM team.

Link for opening an After-Hours Support ticket: https://portal.silverpop.com/

Watson Campaign Automation Deliverability

After Hours Support (outside of the regular operating hours stated above) is available for entitled Watson Campaign Automation customers only for Severity 1 issues, on weekends and holidays. For urgent business impacting issues an after-hours ticket can be logged by using the customer support portal. The Client Services On-call representative will contact the Deliverability team.

Link for opening an After-Hours Support ticket: https://portal.silverpop.com/

Supported Language(s)

English

Service Request Workflow

Contact Client Support by using one of the following channels:

- **Support web portal:** https://portal.silverpop.com/

  "Once your Support Portal ticket is received," we carefully review it and assign it to the correct support group based on the issue details submitted.

- **Phone:**
    USA: 844 853 8583
    UK: 0800 032 7995
    Germany: 0800 723 7225
    Belgium: 0800 81 670
    Australia: 1800 677 328
    All others: +1 919 864 3550

  We will do our best to resolve your issue on your first call to us. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will keep your support ticket open until your issue is resolved to your satisfaction; you can track your support tickets in the Support Portal and we will also notify you of progress by using phone or email.

Escalation Process

If at any point you are unsatisfied with the support you are receiving, please ask to speak to a manager and they will be happy to address your concerns.

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Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ Service is completely nonfunctional or unavailable such that it has a critical business impact on the ability to perform production work.
2	▪ Service is severely degraded, limiting the use of one or more major functions, but is still operational. The issue has a severe business impact on the ability to perform production work.
3	▪ Service is available, but there are functional limitations which are not business critical. A reasonable workaround is available. The issue, while noticeable, is not impeding the ability to perform production work.
4	▪ Minor issues with the service such as documentation errors. The issue has minimal impact on the ability to perform production work.

Appendix V: IBM® API Management

Contacting Customer Support

Billing and Registration/ID Support

For help on issues related to billing, payments, contracts, and other areas:

E-mail: askusar@ca.ibm.com

Web: http://www.ibm.com/support/operations/us/en/overview.html

For help on issues related to API Management registration and ID's:

https://www.ibm.com/account/profile/us?page=faqhelp

https://www.ibm.com/account/profile/us?page=helpdesk

Technical Support for IBM API Management is available two ways:

1. Free Support: All customers of API Management (including those signed up for the trial program) are provided free support through our community support at: https://developer.ibm.com/api/ which our developers monitor regularly.

2. Standard Support: All users in an API Management account that have purchased support can raise a ticket to technical support. API Management is configured to use Single Sign On using your API Management User ID and Password.

   To get assistance:

   ■ Click the Support link under your account in the API Management dashboard

   ■ Email on existing tickets: apim_support@us.ibm.com. Please place your ticket number in the subject line in the format of #5377-xxxxxxx

   ■ Support web portal: https://support.ibmcloud.com

   You define the severity of the issue based on your business needs. 'Severity level guidelines & response time objectives' are described in that section in this handbook.

   All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Hours of Operation

Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays)

After Hours Support

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1. Severity 1 issues require that the client is available to help us diagnose issues during the 24x7 period otherwise; they are downgraded to Severity 2.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Enhancement Request Process

All feature enhancement requests are submitted by customers through the Request For Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support ticket. Request for escalation using the following guidelines:

Weekdays (Sunday 8:00 PM to Friday 8:00 PM EST)
1. Request to increase ticket to Severity 1:
   - Update ticket requesting severity to be increased to 1
2. Request to be contacted by a Manager:
   - Update ticket with a request for a manager.

Offshift / Weekends (Friday 8:00 PM to Sunday 8:00 PM EST)
- Immediate help on new ticket/issue is required:
   - Open ticket with Severity 1
- Immediate help on an existing non-Severity 1 ticket is required:
   - Open a new ticket with Severity 1 and mention ticket number that requires help.
- Request to be contacted by a Manager on an existing Severity 1 ticket:
   - Update the severity 1 ticket with a request for a manager.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ Your application is not accessible by your clients ▪ Data corruption
2	▪ Application errors impacting multiple users ▪ Individual user cannot log in
3	▪ General issues ▪ Application errors or problems impacting individual users
4	▪ Minor application issues ▪ How to questions

Appendix W: IBM® Application Security on Cloud

Contacting Customer Support

Billing and Registration/ID Support

For help on issues related to billing, registration, and IDs, email:

    E-mail: askusar@ca.ibm.com

    Web: http://www.ibm.com/support/operations/us/en/overview.html

For help on issues related to Application Security on Cloud registration and ID's:

    https://www.ibm.com/account/profile/us?page=faqhelp

Technical Support for IBM Application Security on Cloud

- **Free Support**: All customers of IBM Application Security on Cloud are provided free support which our support representatives and developers monitor regularly. For more information on our forums please review this technote:
  http://www-01.ibm.com/support/docview.wss?uid=swg21690181

- **Standard Support:**
    a. If you are using Application Security on Cloud (Formerly known as AppScan Mobile Analyzer and AppScan Dynamic Analyzer) as part of Bluemix please see Appendix R for Support information.
    b. For all other non-Bluemix users:
       - Access assistance from your service by clicking on the Support link on the header bar in the Application Security on Cloud Service.

       - Email: issyssup@us.ibm.com

           o Please place your ticket number in the subject line in the format of #5377-xxxxxxx

           o For new tickets, when sending an email note the issues you are having, billing, login failure, service is not running etc.

       - Support web portal: https://support.ibmcloud.com

           o Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM.

    You define the severity of the issue based on your business needs. 'Severity level guidelines & response time objectives' are described in that section in this handbook.

    All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution. Once root cause analysis is complete, the team will take one of the following actions:

    a. Root cause is an IBM Generally Available Service - If a ticket is opened and the root cause analysis determined that this is a defect in the IBM provided Generally

Available service, the ticket will be provided attention based on the severity set by you.

b. Root cause is an IBM Beta Service - IBM will release services that are classified as Beta. This helps the development and marketing teams assess the value of the service in the market and make adjustments before making the service Generally Available.   If a ticket is opened and the root cause analysis determines that there is a defect in an IBM provided Beta service, then IBM is not obligated to provide a fix. Additionally, the ticket would be handled with a severity 3 or 4 where applicable.

c. Root cause is an Experimental Service – IBM will release services that are classified as Experimental. These services may be unstable, change frequently and may be discontinued with short notice. Services identified as Experimental will be supported via our Bluemix forum only.

d. Root cause is a Third Party Service - Third party services are provided by vendors outside of IBM. They can be provided by individual software entities, partners or ISVs.   If a ticket is opened and the root cause analysis determines that there is a defect in a Third Party Service, then IBM is not obligated to provide a fix. Additionally, IBM will provide a "warm hand off" of the ticket to the third party service provider and can work with that provider to share analysis if needed.

e. Root cause is an Open Source or Community Service - Open Source or Community services are provided by open source communities outside of IBM. If a ticket is opened and the root cause analysis determines that there is a defect in a Community Service, then IBM is not obligated to provide a fix. Additionally, IBM will close the ticket and refer the customer to the community or forum for support.

Hours of Operation

Normal local business hours World Wide, Monday-Friday (excluding US holidays)
Example: 8:00 AM - 5:00 PM EST

After Hours Support

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1 issues services on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

The escalation process is to be used if you feel your ticket is not being addressed properly. We use this request to review the ticket by management for the purpose of correcting the current issue and changing our processes to serve you better.

Please submit a **new** ticket with the subject line of "Escalation Request". To expedite your escalation request, include the information below in the body of the ticket:

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1. The ticket number needing escalation
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ The service (Application Security____) is not accessible ▪ Data corruption
2	▪ Application errors impacting multiple users ▪ Individual user cannot log in
3	▪ General issues ▪ Application errors or problems impacting individual users
4	▪ Minor application issues ▪ How to questions ▪ Enhancements

Appendix X: Cloudant, an IBM® Company

Contacting Customer Support

There are 3 channels to requesting IBM Cloudant Support for the DBaaS offerings:
1. Submit a ticket through the Cloudant Dashboard
2. Email support@cloudant.com
3. Post a question through the informal Self-Service via IRC

Hours of Operation & Support Levels

1. Gold Support for the DBaaS Offering
All dedicated customers receive Gold Support.
Gold Support is provided 24x7x365 with a 1 hour priority response
Support is provided for 3 named site technical contacts by emailing support@cloudant.com
Multi-tenant customers can open a ticket on the Cloudant Dashboard. Self-Service IRC is also included

2. Standard support for the DBaaS Offering
All multi-tenant customers receive Standard Support by default with an option to upgrade to Gold Support.
Standard Support is provided from 9:00 AM EST - 8:00 PM EST for all severities with a best effort response.
Multi-tenant customers can open a ticket on the Cloudant Dashboard. Self-Service IRC is also included

	Standard Support	**Gold Support**
Multi-tenant	Default	Optional Upgrade
Dedicated	Not-Available	Default
Self-Service (IRC)	Included	Included
Cloudant.com FAQ, docs.cloudant.com	Included	Included
Email Initiated	M-F 9:00 AM EST- 8:00 PM EST Best Effort Response	24x7x365 3 named email contacts 1 hour priority response Engineering Escalation Remote Diagnostics

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available for Gold Support customers only. Requests from Standard Support customers will be responded to the next business day.

Supported Language(s)

English

Service Request Workflow

 When opening a ticket, please provide as much of the following information as appropriate:

* Problem description

* Priority to describe the criticality of the issue

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* Cloudant username (if submitting a ticket via email - this information is populated automatically through the Cloudant dashboard)

* Cloudant cluster (if submitting a ticket via email - this information is populated automatically through the Cloudant dashboard)

* Any relevant API request URLs and response codes

After submitting your problem or question online, a support ticket is created and a ticket number is assigned to a Support Engineer who assumes ownership until resolution. Please reference the ticket number in any correspondence with IBM Cloudant Support to ensure proper tracking.

Closing Support Tickets

Tickets are closed when the support engineer feels the questions have been answered. If a ticket has no response and has been waiting on the ticket initiator for 2 business days, the ticket will be closed. The ticket initiator can always reopen a ticket.

Escalation Process

If at any point you are unsatisfied with the support you are receiving, please email support@cloudant.com and ask to speak to a manager and they will be happy to address your concerns.

Priority Examples

Below are some common examples of support issues and suggested priority levels. These examples are general guidelines for informational purposes only.

Priority	Priority Definition
1	▪ **Critical business impact/service down:** Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.
All others	▪ **Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on operations or is an inquiry or non-technical request.

Appendix Y: IBM® Watson Analytics

Billing, Registration and IBM ID Support

For help on issues related to billing, please review the contact instructions in your latest Watson Analytics invoice.

For help on issues related to Watson Analytics registration and IBM ID, please use the Contact form in the IBM Watson Analytics Community https://www.ibm.com/communities/analytics/watson-analytics/support/contact (note that this is not valid for technical support).

Technical Support for IBM Watson Analytics

Technical support for IBM Watson Analytics is available two ways:

1. Community Support – All Watson Analytics users are provided free support through the IBM Watson Analytics Community, which is monitored regularly by our support team, operations team, and product management.

2. Standard Support –Watson Analytics Plus and Watson Analytics Professional users can additionally open a support ticket or chat online with the support team.

Further information regarding these two options is below.

IBM Watson Analytics Community

(For all Watson Analytics users)

Accessed via the Community link under the Watson Analytics help icon , the Forums, Blog, and Resources sections provide a wealth of support materials and the opportunity to interact with the worldwide community of Watson Analytics users. The community can also be accessed directly at https://www.ibm.com/communities/analytics/watson-analytics

The Forums section is where users assist each other by posting and answering questions. Posted topics can be quickly searched and browsed, including by specific category, and users can choose how often they want to be notified of updates or new questions that might be of interest to them. The Forums section of the community can be accessed directly at https://community.watsonanalytics.com/discussions/spaces/15/view.html

Electronic Support Tickets and Live Chat

(For Watson Analytics Plus and Watson Analytics Professional users only)

In addition to participating in Forums, if you're a Watson Analytics Plus or Professional user you may contact our Watson Analytics support team via electronic support ticket or live online chat.

While logged in to the Forums, of the Watson Analytics Community there may be situations where you require more immediate attention from IBM due to business impact. For those situations you can now create a support ticket directly from a Forum topic. While viewing the topic details, you will see a button labeled "Open a Support Ticket". Click the button and you can edit the pre-populated title and details of the question, as well as assign your own severity to indicate the impact on your business. Then click "Submit" to open a ticket that is directly routed to our Watson Analytics support team who will help you resolve the issue.

You will be notified by email of updates to the ticket. Your email replies are automatically recorded in the ticket as long as the ticket number, in the format #5377-xxxxxxx, is included in the subject field of your message.

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You can manage your tickets by visiting the IBM Client Success Portal, at https://support.ibmcloud.com/ics/support/mylogin.asp?login=watsonanalytics where you can also chat live with a member of the Watson Analytics support team.

Hours of Operation

- IBM Watson Analytics Community: 24 x 7

- IBM Client Success Portal: 24 x 7

  - o Electronic support tickets: Our Watson Analytics support team aims to respond to your support tickets based on the severity you assign and the impact to your business. Please refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

  - o Live chat: Our Watson Analytics support team is normally available globally for live chat during your regular business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

As a Watson Analytics Plus or Professional user you may request support assistance outside normal business hours for a Severity 1 incident (refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook). Open a new ticket as normal and select Severity 1 for the Severity field. This will notify a member of the after-hours support team.

Supported Language(s)

English

Escalation Process

(for Electronic Support Tickets only)

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

Travis Martin   tpmartin@us.ibm.com   +1   (507) 253-8178
Laura Knowles laura.knowles@ca.ibm.com   +1   (613) 356-5776
Peter Dalliston peter.dalliston@au1.ibm.com + 61   (2) 9354-4500

Severity Level Examples

(for Electronic Support Tickets only)

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix Z: IBM® App Connect Professional on Cloud

Contacting Customer Support

Billing and Registration/ID Support:

For help on issues related to App Connect Professional on Cloud ID, billing, payments, contracts, and other areas: E-mail: cilive@us.ibm.com

Technical Support:

All users with an App Connect Professional on Cloud account that have purchased support can raise a ticket to technical support.

To get assistance:

- Take advantage of the App Connect Professional community by posting your question in App Connect Professional / IBM WebSphere Cast Iron forums https://developer.ibm.com/answers/topics/castiron/ or https://www.ibm.com/developerworks/community/forums/html/category?id=33333333-0000-0000-0000-000000000305

- For Live chat login to Support web portal: https://support.ibmcloud.com

- To open a ticket login to Support web portal: https://support.ibmcloud.com

- App Connect Professional on Cloud customers can go to support portal by clicking the 'IBM Support' link in the top right corner of the Web Management Console.

- To open a ticket via phone use Directory of worldwide contacts: http://www.ibm.com/planetwide/

You define the severity of the issue based on your business needs. 'Severity Level Guidelines & Response Time Objectives' are described in this handbook.

All tickets opened by you are investigated with the purpose of identifying root cause. When problem diagnostic data is needed to isolate an issue, you will be asked if we do have your approval to access logs and other problem determination data from your application to help determine root cause. Not providing access to this data may delay problem resolution.

Hours of Operation

Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays)

Note: App Connect Professional on Cloud for US Federal Hours of Operation are Monday 8:00 AM – Friday 8:00 PM Eastern Standard Time zone, U.S., (excluding US holidays).

After Hours Support

After Hours Support (outside of the regular operating hours stated above) is available only for Severity 1. Severity 1 issues require that the client is available to help us diagnose issues during the 24x7 period otherwise; they are downgraded to severity 2.

Note: App Connect Professional on Cloud for US Federal Severity 1 issues will be handled on the next business day.

Supported Language(s)

English

If other language support is needed App Connect Professional support tickets can be opened, either electronically or by voice, by following Technical Support information listed for your country in the IBM Planetwide Site

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Enhancement Request Process

All feature enhancement requests are submitted by customers through the Request For Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support ticket. Request for escalation using the following guidelines:

Weekdays (Sunday 8:00 PM to Friday 8:00 PM EST)

1. Request to increase ticket to Severity 1:

    - Update ticket requesting severity to be increased to 1

2. Request to be contacted by a Manager:

    - Update ticket with a request for a manager.

Offshift / Weekends (Friday 8:00 PM to Sunday 8:00 PM EST)

1. Immediate help on new ticket/issue is required:

    - Open ticket with Severity 1

2. Immediate help on an existing non-Severity 1 ticket is required:

    - Open a new ticket with Severity 1 and mention ticket number that requires help.

3. Request to be contacted by a Manager on an existing Severity 1 ticket:

    - Update the severity 1 ticket with a request for a manager.

Note: Offshift / Weekends are not available for App Connect Professional on Cloud for US Federal

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ Critical business impact or system down. This condition requires an immediate solution.
2	▪ Significant business impact. This indicates the program is usable but severely restricted.
3	▪ Some business impact. This indicates the program is usable with less significant features unavailable.
4	▪ Minimal business impact.

Appendix AA: IBM® Payments Gateway & IBM® Pay

The support information provided in this section applies to the following offerings:

- IBM® Payments Gateway

- IBM® Pay

Contacting Customer Support:

There are two channels to contact Customer Support. Any authorized contact may contact Customer Support through the following methods:

Communication Channel	Purpose
IBM Client Success Portal (ICSP): https://support.ibmcloud.com	Primary support channel for raising incident or service request tickets. Login with your ID and password provided by IBM Payments Gateway For additional information see the ICSP user guide downloadable here: https://ibm.ent.box.com/s/wwn3hyw7a9p011w2unxlgq7fsa1c1ug9
Phone: U.S. Toll Free: +1-877-598-4916 Toll Paid: +370 5 219 2304 Toll Paid: +370 612 05 366 (Emergency)	24 x 7 high severity support for severity 1 incidents only (refer to severity matrix for guidance) Call to Primary phone number based on your geographical location. Emergency phone number in case of unavailability while calling to primary phone number.

Hours of Operation

Non-Severity 1 Support:
- North America: 8:00 AM to 7:00 PM Eastern Time (ET) Monday to Friday (excluding holidays)
- Europe: 8:00 AM to 5:00 PM Central European Time (CET), Monday to Friday (excluding holidays)

After Hours Support (Severity 1 Only)

After Hours Support (outside of regular operating hours stated above) is available only for severity 1 issues on business days, weekends and holidays.

To request after hours support, please call the support line from the phone numbers listed above.

Please note the following information is required for assistance:
- Account Name
- Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

If you require planned, non-severity 1 out of hours support for production or non-production environments please discuss alternative fee-based offerings with your service delivery manager or

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by raising a service request via the ticketing tool.

If you require unplanned, non-severity 1 out of hours support for production or non-production environments you may be charged an additional fee.

Supported Language(s)

English

Ticket Workflow

Raise a ticket via **IBM Client Success Portal**.

Once your ticket is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support team.

Phone

We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for customers who wish to pursue a concern regarding an open support request.

Customers can contact Customer Support by phone (using the appropriate phone number indicated above) and bring the issue to the attention of the on call duty manager.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Note: applies for Production environment issues only

Severity	Severity Definition	Severity SLA
1 Critical Business Impact / Service	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Immediate and continuous 24/7/365 effort until service is restored.
2 Significant Business Impact	Significant business impact: A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	3 Business days
3 Minor Business Impact	Minor business impact: Indicates the service or functionality is usable and it is not acritical impact on operations.	7 Business days
4 Minimal Business Impact	Minimal business impact: An inquiry or non-technical request	30 Business days

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Change Request Procedure

IBM and Customer may determine that it is necessary to modify the Services, add additional Services or extend the service end date.

In such event, Customer may authorize additional funding or end date extension by execution of a Project Change Request (PCR) as discussed below.

If accepted or initiated by IBM, such letter or e-mail shall act as an authorization to the agreement between you and IBM. All other requested changes will require execution of a PCR as discussed below.

A PCR will be the contracting vehicle. The PCR formally describes the change, the rationale for the change and the effect the change will have on the services you have with IBM. Additional charges may apply under a PCR. Such charges must be approved by you before work may commence. In addition, a valid PO must be provided covering all charges.

Note: A written PCR must be signed by authorized representatives from both parties to be effective.

Request a PCR

You may communicate your requirements through any of the following channels:

- **By email** - document your requirements in an email and send to ippserv@lt.ibm.com or your Service Delivery Manager (if applicable)

- **By ticket** - document your requirements directly in the IBM Client Success Portal ticketing system by raising a new ticket.

- **By phone** - a call/meeting may be arranged to talk the requirements through to confirm the understanding.

Your request should include –

- your requirements for the change itself

- rationale for the change

- the impact the change will have on the service.

- preferred implementation schedule. If we cannot meet this schedule an alternative will be offered before confirming the CR.

Following receipt of your requirements, IBM will document the formal PCR and return to you for review, clarification and/or approval.

Appendix AB: IBM® QRadar on Cloud

Contacting Customer Support:

Customer Support, assistance with defects and routine, short duration usage questions, is available via the following channels:
- 24 x 7 Service Request tool https://www-947.ibm.com/support/servicerequest/Home
- Phone: http://www.ibm.com/planetwide/ follow instructions on contacting IBM Software support

Hours of Operation
- Customer local country business hours (i.e. North America; Monday through Friday 8:00 AM to 5:00 PM) excluding national or statutory holidays.

After Hours Support
- Available only for critical, Severity 1 issues on business days, weekends and holidays.

Supported Language(s)
- English

Service Request Workflow
- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets via the Service Request tool. Updates and client responses are also sent by email and recorded in the ticket.

Escalation Process
- Speak to the Support representative handling your issue, be certain to explain the business impact of your problem and discuss raising the Severity Level of the problem
- Ask to speak to the person's manager – Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the IBM Directory of worldwide contacts.
- Ask for a "Duty Manager" - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of your IBM Client team to do so on your behalf.

Severity Examples

Severity	Example
1	• A defect prevents you from accessing or using the Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
2	• A defect restricts the use of the Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Service; or (ii) performance degradation or poor response time.
3	• A defect causes operational inconvenience to you but no significant interference with the Service.
4	• A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

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Appendix AC: IBM® MaaS360

Contacting Customer Support:

Customer Support is available for all customers via the following channels:

- Phone:
  - US – (800) 546-5750
  - United Kingdom – (800) 085-3140
  - India – (800) 400-7016
  - New Zealand – (050) 861-7047
  - Australia – (800) 713-826
  - International – (215) 664-1615

- Email: Support@maas360.ibm.com

  - MaaS360 support will respond to all e-mails immediately with a Case and Reference number. Critical issues should always be called in to one of the General Support phone numbers above.

  Note : Support for any enabling software (i.e. Security Access Manager etc) is covered under standard software support processes.

Hours of Operation

- Available 24 x 7 x 365 on all products

Supported Languages

- Provided in English 24x7x365
- Japanese language support will be provided during Japan Business hours, Monday through Friday, by email only. If a phone call is necessary to further resolve your issue, please request that in an email to the Japanese support team, and they will reach out to you with a call back.

Service Request Workflow

- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client responses are also sent by email and recorded in the ticket.

Escalation Process

- An escalation elevates the urgency level of a situation to minimize business impact. A case may be escalated to receive more resources and management attention. An escalation may be requested by the customer, or initiated by MaaS360. If you would like to escalate an issue or are dissatisfied with the handling of your case, contact your Account Manager. Your Account Manager will request the escalation and notify the Support Manager.

Severity Examples

Severity	Example
Critical (Severity 1)	▪ Problems or issues with the service that interrupt or prevent the entire customer population from performing regular business operations ▪ Problems or issues caused by the service having a catastrophic impact on regular business operations
High (Severity 2)	▪ Problems or issues with the service that interrupt or prevent a significant percentage of the customer population from performing regular business operations ▪ Problems or issues caused by the service having a major impact on regular business operations
Medium (Severity 3)	▪ Problems or issues with the service that interrupt or prevent a small percentage of the customer population from performing regular business operations ▪ Problems or issues caused by the service having a significant impact on regular business operations
Low (Severity 4)	▪ Problems or issues with the service that interrupt or prevent an individual user from performing regular business operations ▪ Problems or issues having a minor impact on regular business operations ▪ Information requests

Additional Contacts:

Billing and Registration ID Support

- For help on issues related to billing: billing@fiberlink.com

Registration and ID's

- For help on issues related to IBM® MaaS360 Customer Portal user ids:

  Please reach out to an existing administrator on your portal account as they will be able to add you to the account. If the existing administrator has left the company, please reach out to your IBM sales representative as they will mark you as the new person of contact for the account and they can submit a request to the support team at OPS@fiberlink.com to add you as the new administrator for your account.

Service Changes

- Please reach out to your sales representative to have features activated for your account as they will then reach out to the support team on your behalf to complete the request for turning on or modifying account features.

Appendix AD: IBM® OpenPages® GRC on Cloud

Contacting Customer Support

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 24 x 7

- The support team is available during business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket:

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AE: IBM® Tealeaf Customer Experience on Cloud

Contacting Customer Support

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 24 x 7

- The support team is available during business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please submit a new ticket via the IBM Client Success Portal at https://support.ibmcloud.com

To expedite your escalation request, include the information below in the body of the ticket**:**

1. The ticket number needing escalation.
2. A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AF: IBM® Mobile Customer Engagement (Xtify)

Contacting Customer Support

There are three channels to contact IBM Customer Support:

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com

- E-mail: ibmMobileEngage@us.ibm.com

- Phone:

US:	1-866-493-2673, then choose Option 6
United Kingdom:	0808-234-4736
Spain:	900-98-1117
Australia:	1-800-042-942
Netherlands	0800-022-1621
Other Countries Toll Number:	1-303-354-5021

Hours of Operation

- IBM Client Success Portal: 24 x 7

- Support teams are available during local business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM Company observed holidays.

- Severity 1 issues (Critical business impact/service down) are monitored 24 x 7 via phone requests or by entering a Severity 1 ticket via https://support.ibmcloud.com

After Hours Support – Severity 1 Incidents Only

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, please call the Support phone number for your country indicated above and follow the prompts. Please note the following information is required for assistance:

- Company Name
- Your Name
- Phone Number
- E-mail Address
- Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests, besides Severity 1, will be accepted after hours.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the following channels: E-mail or phone or IBM Client Success Portal.

E-mail or Support Portal: Once your e-mail or ticket is received, we will review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.

Customers should submit a new ticket or new e-mail via https://support.ibmcloud.com or ibmMobileEngage@us.ibm.com with the issue summary or e-mail subject line of "Escalation" and the following information in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AG: IBM® Cognos Analytics on Cloud

The support information provided in this section applies to IBM® Cognos Analytics on Cloud.

Contacting Customer Support
Please open a ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this site, please follow the "Need an account?" link to request access.

Hours of Operation
The IBM Client Success Portal support is available 24 x7
Customer support is available during normal country business hours in your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM, excluding IBM company observed holidays.

After Hours Support
7 x 24 hour support is available for mission critical emergencies (Severity 1) during off-shift hours. Severity 1 support is provided in English with the local language accommodated when possible.
To request support assistance outside of normal business hours, please open a Service Request via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.
If you designate a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours.
After hours support is provided for Severity 1 incidents only. Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket (Service Request). Each SR is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process
IBM Cognos BI Customer Support is committed to provide excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues as identified through this link: http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html

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Appendix AH: IBM® Decision Optimization on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support using the IBM Client Success Portal: https://support.ibmcloud.com

Hours of Operation

- IBM Client Success Portal: 7 x 24

- Customer support is available during normal country business hours in your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM, excluding IBM company observed holidays.

After Hours Support

7 x 24 hour support is available for mission critical emergencies (Severity 1) during off-shift hours. Severity 1 support is provided in English with the local language accommodated when possible.

To request support assistance outside of normal business hours, please open a Service Request via the IBM Client Success Portal: https://support.ibmcloud.com and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

If you designate a problem as a Severity 1, IBM will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours.

After hours support is provided for Severity 1 incidents only. Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Supported Language(s)

English with the local language accommodated when possible.

Service Request Workflow

All client support issues are documented in an IBM ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket notes.

Escalation Process

IBM ILOG Decision Optimization Customer Support is committed to provide excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues as identified through this link:

http://www.ibm.com/software/analytics/cognos/customercenter/escalation.html

Appendix AI: IBM® PureApplication Service

The support information provided in this section applies to this offering: IBM® PureApplication Service

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:

- IBM Service Request tool: https://www.ibm.com/support/servicerequest

- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country.

Submit your service request against your **IBM PureApplication Service** support entitlement (search by product name or component ID, 5725R7100)

Hours of Operation

- IBM Service Request Tool: 7 x 24

- The support team is available during normal country business hours as defined by your time zone. For example, in North America, those hours would be Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After hours support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook. Severity 1 support is provided in English with the local language accommodated when possible.

> *NOTE:* The PureApplication Service Severity 1 response objective is within 2 hours

To request support assistance outside of normal business hours, please open a ticket via the IBM Service Request tool, http://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English with the local language accommodated when possible.

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are recorded in the ticket notes.

Escalation Process

IBM PureApplication Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues by contacting a Client Support Duty Manager by phone.

- Use the published support phone number for your country:
  http://www.ibm.com/planetwide/
- A Duty Manager is available 24 by 7 and will be contacted immediately.
- The Duty Manager will return your call within 2 hours.

Appendix AJ: IBM® Universal Behavior Exchange (UBX)

Contacting Customer Support

There are two channels to contact Customer Support for UBX:

- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or via the Support link from the UBX application

- E-mail: ubx@us.ibm.com

Hours of Operation

Hours of Operation Sunday 10:00 PM - Friday 8:00 PM, US Eastern Time zone, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

After hours support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. Enter a ticket via the Client Success Portal and set the severity to 1.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the methods listed above. Once your Support Portal ticket or email is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by UBX Customer Support personnel.

Escalation Process

This process is made available to any customer who wishes to pursue a particular concern regarding an open support request. Customer should submit a new ticket or email via http://support.ibmcloud.com or ubx@us.ibm.com with the issue summary or e-mail subject line of Escalation and the following in the body of the ticket:

- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AK: IBM® Integration Bus on Cloud

Contacting Customer Support

For system status and informal support please use the IBM Integration support forum
https://developer.ibm.com/integration/support-ibm-integration/#tabiibcloud

Please submit a new ticket via the IBM Support Portal at https://www.ibm.com/support/entry/portal

Hours of Operation

IBM Support Portal: 24 x 7

The support team is available during business hours, Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, US, excluding US company holidays.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only.
Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please follow the Off-shift support process documented at:
http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#3

Supported Language(s)
English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please follow the escalation process documented at:
http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#9

Severity Examples

Please reference the general examples provided at:
http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#9

Appendix AL: IBM® Cloud Identity Connect (Formerly known as Cloud Security Enforcer)

Contacting Customer Support

https://www-01.ibm.com/software/security/ibm-saas/support/index.html

Hours of Operation

- 24 x 7 x 365

After Hours Support – Severity 1 Incidents Only

After Hours Support is available only for Severity 1 issues on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period; otherwise the ticket will be down-graded to Severity 2.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description.

Billing, Registration and IBM ID Support

For help on issues related to billing and/or registration:

http://www.ibm.com/software/howtobuy/passportadvantage/?lnk=fpl

Technical Support for IBM Cloud Identity Connect (Formerly known as Cloud Security Enforcer)

Depending on who is requesting support, technical support is available in two ways.

Free Support: Free support is provided through our on-line forums and is monitored regularly by our support representatives and developers. For more information on our forums, please review this technote:
http://www.ibm.com/support/docview.wss?uid=swg21985716

Standard Support: Authorized contacts at the client site can contact Customer Support via the following channels:

- IBM Security SaaS: https://www-01.ibm.com/software/security/ibm-saas/support/index.html

  Only those members of your authorized technical support staff can submit problem records. Authorization is granted by your Site Technical. You define the severity of the issue based on your business needs. Severity Level Guidelines & Response Time Objectives are described in an earlier section of this handbook.

- Email: SSaaSSpt@us.ibm.com

- For existing tickets please place your ticket number in the subject line in the format of Case#xxxxxxxx - [ref:xxxxxxx.xxxxxxxxxx:ref]

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For new tickets, when sending an email, note the product you are using, the issues you are having, billing, login failure, service not running, etc.

Severity Level Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ The service (Cloud Identity Connect) is not accessible ▪ Data corruption
2	▪ Application errors impacting multiple users ▪ Individual user cannot log in
3	▪ General issues ▪ Application errors or problems impacting individual users
4	▪ Minor application issues ▪ How to questions ▪ Enhancements

Appendix AM: IBM® Compose

Contacting Customer Support

There are two channels to contact IBM Compose Support:

- Submit a ticket through the Compose Web Dashboard: https://app.compose.io

- E-mail: support@compose.io

Both of these methods will provide an immediate response containing a Ticket ID number that can be used to track the progress of the ticket.

Prior to opening a ticket, it is recommended that users take advantage of the Compose documentation site at https://help.compose.io, as many common issues and solutions are provided within this public-access resource, including code examples and common tasks.

Hours of Operation

1. Standard Support for All Services: All customers have the ability to open support tickets that are responded to within 24 hours. Tickets may be opened by any user with account permissions as defined within the Compose Web Dashboard.

   Support is available to assist Monday - Friday, between the hours of 3:00 AM - 8:00 PM PST (USA Pacific Standard Time)

2. Enhanced Support for All Services: Customers who upgrade from Standard Support to Enhanced Support have the ability to open support tickets that will receive a response within 1 hour, 24 x 7 x 365.All Enhanced Support features are included with every Compose Enterprise account.

	Standard Support	Enhanced Support/ Compose Enterprise
E-mail Ticketing	Included	Included
Documentation	Included	Included
Planning Sessions	Not Available	Included
Private Networking	Not Available	Included
SLA	Not Available	Included
Ticket Response Time	24 hours Mon.-Fri., 3:00 AM - 8:00 PM PST	1 hour 24 x 7 x 365

After Hours Support

Support for issues outside of the operating hours listed above, is available for Compose Enhanced customers. Tickets received as a result of outages will be responded to within the same day of the outage event. Tickets received for non-emergency / non-outage events will be responded to within 24 hours of receipt.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the two methods listed above and provide the following information when opening a ticket for a system issue:

- Database and/or deployment name in question and business impact
  If submitting a ticket via the Compose Web Dashboard these fields are provided

- Description of the problem along with the steps to reproduce

- Any application / server log files with the appropriate time stamps indicating time zone

- Type and version of the database driver, application language and appropriate networking details (if possible)

Escalation Process

This process is made available to any customer who wishes to pursue a particular concern regarding any ticket response. All ticket responses provide the customer with the opportunity to evaluate their satisfaction level with the response, via utilization of 3 different "face" levels. We encourage all ticket requests to evaluate the response provided by Compose Support and indicate if there is a concern. Any tickets receiving a satisfaction rating other than a "green happy face" are automatically escalated for additional review.

Appendix AN: IBM® Digital Experience on Cloud

Contacting Customer Support

The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal: https://www.ibm.com/support/entry/portal

Hours of Operation

- IBM Support Portal: 24 x 7

- The support team is available during business hours, Monday 8:00 AM – Friday 5:00 PM, in the customer's time zone, for all severities.

After Hours Support – Severity 1 Incidents Only

After Hours Support (outside of the regular operating hours stated above) is available upon request only for Severity 1 incidents. Severity 1 issues require that the client is available to help us diagnose issues during the 24 x 7 period otherwise; they are downgraded to Severity 2.

Enhancement Request Process

All feature enhancement requests are submitted by customers through the Request for Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Supported Language(s)

English

Escalation Process

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request. Please call 1-800-IBM-SERV (1-800-426-7378), reference your PMR number and request to speak to the Duty Manager.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for information purposes only.

Severity	Examples
1	A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions
2	A defect restricts the use of the application by you due to (i) unavailability of the certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time
3	A defect causes operational inconvenience to you but no significant interference with the application
4	A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you

Appendix AO: IBM® Planning Analytics and IBM® Concert

The support information provided in this section applies to IBM® Concert and to IBM® Planning Analytics, formerly named IBM® Cognos TM1 on Cloud.

Contacting Customer Support

Please open a ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this site, please follow the "Need an account?" link to request access.

Hours of Operation

- The IBM Client Success Portal support is available 24 x7.

- The support team is available during business hours, 8:00 AM – 5:00 PM Monday to Friday, excluding IBM company observed holidays. After Hours Support is available only for Severity 1 issues – see below for more detail.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this guide.

To request support assistance outside normal business hours, please open a ticket via the IBM Client Success Portal and ensure that you set the Severity to 1. This will notify a member of our after-hours support staff.

Supported Language(s) : English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the Customer Support portal. Updates and client responses are also recorded in the ticket notes.

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this guide**.**

AMERICAS	Trevor Kirkland trevor.kirkland@ca.ibm.com	1-613-356-5919 (Office) 1-613-293-7236 (Mobile)
EMEA	Gregor Gromer gregor.gromer@uk.ibm.com	+44-1252-55 x8328 (Office) +44-7428-528-028 (Mobile)
Asia Pacific & Japan	Peter Dalliston peter.dalliston@au1.ibm.com	+61-2-93544500 (Office) +61-4-18642884 (Mobile)
World Wide	Michael Doris michael.doris@ca.ibm.com	+1-613-356-5812 (Office) +1-613-864-0993 (Mobile)

Appendix AP: IBM® Cloud Brokerage (previously Gravitant)

The support information provided in this section applies to the IBM cloudMatrix, IBM Brokerage and IBM Cloud Brokerage offerings.

Contacting Customer Support

Prior to opening a ticket, it is recommended that users take advantage of the Gravitant documentation site at https://support.gravitant.com, as many common issues and solutions are provided here.

There are three channels to contact IBM Gravitant Support:

- Submit a ticket through the Gravitant Support Portal: https://support.gravitant.com/. Creating support tickets through the online form on our Help Center provides a guided submission of the request that helps us handle inquiries most effectively. Tickets may be opened by any user with account permissions as defined within the Gravitant Support Portal.

- Chat with Gravitant Support during regular business hours (see below) using the chat widget found in the bottom right corner of the Gravitant Support Portal.

- E-mail: support@gravitant.com

Hours of Operation

Support is available to assist between the regular business hours of 8 AM to 6 PM U.S. Central Standard Time, Monday to Friday (excluding holidays).

After Hours Support

Support for issues outside of the operating hours listed above, is only available for Severity 1 incidents only.

Supported Language(s)

English

Service Request Workflow

Please contact Customer Support via one of the three methods listed above and provide the following information when opening a ticket for a system issue:

- IBM cloudMatrix instance URL in question

- Description of the problem along with the steps to reproduce

- Information about what customer group / VDC / service is affected by the problem

Ticket type	Subcategory	Purpose	Details
General Inquiry	-	This is a default ticket type that covers anything that doesn't fall in the other categories.	
General Feedback	-	This is a default ticket type that allows Feedback that's not covered by another category.	
Report a Problem Report	(see below)		
	Bug Report	When you find a problem or an error in the system, this Ticket Type is what you'd log.	Example: internal server error on page X...
	Outage	This is for reporting that the entire platform is down.	This report becomes an automatic Sev1, and alerts the On-Call person immediately.
	Maintenance	Problems related to maintaining the portal, such as billing problems,	Example: Unable to delete a certain VM from the Solution Designer
	Login Problem	One or more people are unable to log into the system.	These will be treated as Sev2, unless it states nobody can log in.
	Other	Issues that aren't covered by the other subcategories.	-
Ask a question about an Order		This is for Fulfillment requests or questions. (Required Order ID field)	while the Order ID field is required, they can enter anything, so this type can also be used for open-ended questions about all orders as well.
Request for Enhancement		Use this request type for Submitting your ideas for improvements to the product.	Example: Please add the ability to do a certain thing. (Gives a Business Impact field, which helps define our priority)
Customer Account Change Request	-	This is for requesting a new customer account, provider account, or for making changes to a customer, or for adding an Affiliate.	

After submitting a ticket, the sender automatically will receive an e-mail confirming the successful receipt of the ticket submission. That e-mail comes from **Gravitant Support <support@gravitant.com>** and has the following prefix in the subject: "**[cloudMatrix Support @ Gravitant]**". Please have this e-mail address added to the address book, so that it does not accidentally filter it into the junk mail.

Support Ticket Closure

If a ticket has been pending for 7 days, the system notifies the requester and sets the ticket to "Solved". Once a ticket is solved, the ticket will be closed in 4 days. Once a ticket is "Closed", there can be no more changes to the ticket. If the problem resurfaces, for example, there is still the option to create a "Follow-up ticket" which is a new ticket that references the closed one.

Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request. All support tickets will be handled by our Customer Support teams. For all Full Service Broker clients, the designated Technical Account Manager (TAM) will have visibility to all the support tickets. In the rare event that the clients do not hear back from our Customer Support team, the TAM will serve as the first point of escalation. For all Planning CSB clients, the Project Management Office (PMO) will have visibility to all the support tickets. In the rare event that the clients do not hear back from our Customer Support team, the designated POC from the PMO team will serve as the first point of escalation.

Support SLOs by Severity Chart

Priority Level	Description	Initial Response Time	Target Resolution Time
Severity 1	Service as a whole is largely unavailable or ceases to function to a substantial degree. All monitoring streams are completely down. The majority of customers/users are impacted (>50%).	2 business hours	Work continuously to restore operation within 8 hours after initial response
Severity 2	A service is not operating, rendering results, or is unusable to customers to a substantial degree. One or more (but not all) monitoring streams are completely down. An issue that has significant adverse business impact on the software or a critical function of the platform with no obvious workaround. A significant percentage of customers/users are impacted (25% - 49%).	4 business hours	Work continuously to patch, workaround or fix within 24 hours after initial response. Intermediate patch may be released in the next major product release.
Severity 3	Widespread impact to customers, but the service remains usable for the major percentage of queries or operations. The reported problem is not considered a Severity 2 but still causes a disruption of a function. A moderate percentage of customers/users are impacted (5% - 24%).	2 business days	Intermediate patch may be released, fixed or documented in the next major product release.
Severity 4	The reported problem in the software which is not substantially affecting the ability to perform in accordance with the user documentation. Fit and finish issues with a small percentage of customers impacted (<5%).	6 business days	Problem documented and input for consideration in next major product release.
Service Request	A standard request for system administration. Examples include adding/modifying/deleting users or changing access rights.	3 business days	Problem documented and input for consideration in next major product release.

Appendix AQ: IBM® Insight Cloud Services

The support information provided in this section applies only to the offerings listed in the Service table below.

Account and Billing Inquiries

Your IBM account representative should be your first point of contact for general account inquiries. For billing inquiries please review the contact instructions in the most recent IBM invoice for your service.

Contacting Technical Support

Web: Please open a ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this site, please follow the "Need an account?" link to request access.

Email: You can email your request for technical support to the address applicable to your service in the table below. This will route the ticket created from your email message to the appropriate support team.

Service	Technical Support Email Address
IBM Insight Cloud Services • IBM Insights for Weather for Insurance • IBM Insights for Weather for Local Government • IBM Insights for Weather for Select Industries • IBM Insights for Weather for Utilities • IBM Weather for Emergency Management for Government • IBM Weather for Emergency Management for Insurance • IBM Weather for Emergency Management for Venues	wthrsupp@ca.ibm.com

Hours of Operation

- IBM Client Success Portal: 24 x 7
- The support team is available during North American business hours, 9:00 AM - 5:00 PM US Eastern Time, Monday to Friday, excluding IBM company observed holidays.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

Requests submitted by email are always assumed to be Severity 3 and will not alert our after-hours support staff

To request support assistance outside of the hours listed above, please open a ticket via the IBM Client Success Portal, https://support.ibmcloud.com, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s)

English

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Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal. Updates from the support team are recorded in the ticket and are also sent to you by email. Your reply to an email update will automatically be recorded in the ticket as long as the ticket number, in the format #5377-xxxxxxx, remains in the subject field of your message.

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

Sasa Conic   sasa.conic@ca.ibm.com   +1 (613) 356-6705

Nathaniel Mallet   nathaniel.mallet@ca.ibm.com   +1 (613) 356-6535

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.

Appendix AR: IBM® Collaborative Lifecycle Management and IoT Continuous Engineering

The support information provided in this section applies to these offerings:
- IBM IoT Continuous Engineering on Cloud
- IBM Collaborative Lifecycle Management on Cloud
- IBM DOORS® Next Generation on Cloud
- IBM Team Concert™ on Cloud
- IBM Quality Manager on Cloud

Contacting Customer Support

Authorized contacts at the client site may contact Customer Support via the following channels:
- IBM Service Request (SR) tool: https://www.ibm.com/support/servicerequest
- Telephone: http://www.ibm.com/planetwide/

Please use the appropriate Software Support number for your country
Submit your service request against your support entitlement (search by product name or component ID)

Hours of Operation

- Open a service request via the IBM Service Request Tool. Service Request is a web based tool that is available 24 x 7.
- The support team is available during normal country business hours as defined by your time zone. For example, in North America, those hours are Monday through Friday, 8:00 AM to 8:00 PM Eastern.

After Hours Support – Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook. Severity 1 support is provided in English with the local language accommodated when possible.
NOTE: The Severity 1 response objective is within 2 hours.
To request support assistance outside of normal business hours, please open a ticket via the IBM Service Request tool, https://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours staff.

Supported Language(s)

English (with the local language accommodated when possible)

Service Request Workflow

All client support issues are documented in a support ticket (Service Request). Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are recorded in the ticket notes.

Escalation Process

 Customer Support is committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issues by contacting a Client Support Duty Manager by phone.
- Use the published support phone number for your country: http://www.ibm.com/planetwide/
- A Duty Manager is available 24 x 7 and will be contacted immediately.
- The Duty Manager will return your call within 2 hours.

Customer Responsibilities

IBM does not warrant that our products are defect free, however we do endeavor to fix them to work as designed. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide you assistance and guidance, however we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

Customers are the ultimate owners of their application and have responsibility for the following:

·   Coordination and communication: communication to user communities regarding usage, best practices, upcoming maintenance and outage windows. Your designated contact(s), the two jazz administrators provided to IBM for set up of the environment, will be notified of maintenance activities, including any necessary outage time

·   User administration: adding and deleting users from the list of those authorized to authenticate and use the environment, including security group permissions.

·   Troubleshooting & Fix Validation: working with IBM Support to help reproduce problems. Due to the unique configurations, customization's and data in each customer environment, reported problems may not be reproducible outside your environment. In this situation you may be asked to gather additional information to help in troubleshooting. This may include enabling debug settings in your browser or generating HAR files, etc. to share with IBM Support.

·   Project administration: creation and maintenance, including configuration of security settings

·   Work Item configuration: configuration for the purpose of tailoring and customizing work items to suit your business needs

·   Work flow configuration: configuration for the purpose of tailoring and customizing process work flow to suit your business needs

·   Report configuration: configuration of reports for the purpose of tailoring and customizing reports views to suit your business needs

·   User testing: testing and coordination after a fix is applied resulting from a PMR, or after upgrade. Since this environment is a single tenant deployment and due to unique configurations, customizations and data, it is necessary for customers to test their common use cases when a fix, configuration change, or upgrade has been delivered.

Appendix AS: IBM® Regulatory Compliance Analytics

Contacting Customer Support

Please submit a new support request by email to rca-support@vnet.ibm.com and include the following information in your message:

- Your full name
- Your preferred email address
- Your company's name
- The severity of your issue (please see below for guidance)
- The web browser used to access the IBM Regulatory Compliance Analytics service, including the version number of the browser being used
- A description of your request

Hours of Operation

- The support team is available during North American business hours, 8:00 AM - 8:00 PM US Eastern Time, Monday to Friday, excluding IBM company observed holidays.

- During normal hours of operation our support team aims to acknowledge receipt of your support request within one hour of receiving your message.

- Outside normal hours you should receive acknowledgement by 9:00 AM US Eastern Time the following business day.

Supported Language(s)

English

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AT: IBM® Coplink on Cloud

Contacting Customer Support
Contact IBM Customer Support for the Coplink on Cloud application. Any authorized contact at the client site may contact Customer Support.
1) Web: 24 x 7 IBM Support Portal: http://www.ibm.com/support
2) Phone: US: 1-866-IBM-SERV (1-800-426-7378)

Hours of Operation
1) Web: IBM Support Portal: 24 x 7
2) Phone: 24 X 7 for Severity 1 issues, all other severities, Monday – Friday during business hours (excluding IBM company observed holidays). Must provide IBM customer number (ICN)

After Hours Support
After Hours Support (outside of regular business hours stated above) is available for Severity 1 issues only and on business days/evenings, weekends and holidays.

To request After Hours Support, please access the IBM Support Portal and submit a Service Request or call the support line via the phone number listed above and follow the prompts. Please note the following information is required for assistance:
1) IBM Customer Number
2) Name
3) Phone Number
4) E-mail Address
5) Full description of issue so that we may reproduce and assist in resolution

Supported Language(s)
English

Support Portal Registration and Service Request Workflow

If you encounter COPLINK issues please use the IBM Support Portal or 1-800-IBM-SERV (426-7378) to report the problem as noted above. This will ensure you are assisted in a timely manner.

Contact your COPLINK administrator or account representative to obtain your IBM Customer Number (ICN) for your node.

Access the support portal by browsing to http://www.ibm.com/support, click 'sign in', and create an 'IBM ID' (your email) and then register with the Service Request site. Service Request is the primary tool to submit issues to the COPLINK Support Team.

Your Site Technical contact will need to approve your account access request once it is submitted. Upon approval you will receive an email indicating that you have been granted 'basic access' to the site.

As any problem management record (PMR) can be viewed by someone with an IBM ID, please DO NOT include sensitive information or personal identification information (PII) in your request. Please add a note for the support engineer to contact you to exchange sensitive data.

Please use Firefox for your web browser when registering. Newer versions of Internet Explorer will not allow you to register.

Registration help
http://www-01.ibm.com/software/support/servicerequest/quick_start.html

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Support portal documentation
https://www-946.ibm.com/sr/help/

Escalation Process
This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.
- Email the Coplink on Cloud Support Manager Jason St Peter via jstpeter@us.ibm.com Please enter the word 'Escalation' in the email subject field.

Severity Level Definition / Examples

Severity 1 - Critical situation/System Down
• Coplink inaccessible for all users • Business critical software component offline or non-functional
Severity 2 - Severe Impact
• Coplink inaccessible to one or a select group of users • Node to node connectivity issues
Severity 3 - Moderate impact
• A non-critical software component is malfunctioning causing moderate business impact • Inaccurate query results or display
Severity 4 - Minimal impact
• A non-critical software issue - documentation may be incorrect • Additional documentation requested • Non-technical requests

Appendix AU: IBM® Behavior Based Fan Insights

Account and Billing Inquiries
Your IBM account representative should be your first point of contact for general account inquiries. For billing inquiries please review the contact instructions in the most recent IBM invoice for your service.

Contacting Customer Support

 E-mail: cbshelp@in.ibm.com to create ticket.

Hours of Operation
Sunday 10:00 PM - Friday 8:00 PM, US Eastern Time zone, excluding IBM company observed holidays.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via the method listed above. Once
email is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Fan Insights Customer Support personnel.

Escalation Process
This process is made available to any customer who wishes to pursue a particular concern regarding an open support request. Please send the email to the cbshelp@in.ibm.com and mention the reason for escalating request along with Business impact.

Severity Examples
For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix AV: IBM® Industry Solutions

The information provided in this section applies only to the services in the following table.

IBM Industry Solutions
• IBM Client Insight for Wealth Management on Cloud • IBM Customer Insight for Banking on Cloud • IBM Customer Insight for Insurance on Cloud • IBM Social Media Analytics Software as a Service • IBM Surveillance Insight for Financial Services on Cloud

Contacting Technical Support

Please open a support ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this portal, please follow the "Need an account?" link to request access.

Hours of Operation

- IBM Client Success Portal: 24 x 7

- Our support team is available during the regular business hours for your country and time zone (excluding local national holidays). For example, in North America these hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Please refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

Supported Language(s)

English

Service Request Workflow

All client support requests are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal. Updates from the support team are recorded in the ticket and sent to you by email. Any reply to such an email will automatically be added to the ticket so long as the ticket number, in the format #5377-xxxxxxx, remains in the subject field of your message. We recommend replying without the message history in order to keep the details added to the ticket as concise as possible.

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

Shawn de Beer shawn.debeer@uk.ibm.com +44 207 220 3309
John Wong john.wong@uk.ibm.com +44 207 220 3344

Appendix AW: IBM®ECM SaaS Offerings: Actiance

Contacting Customer Support

There are two channels to contact Customer Support for Actiance. Any authorized contact at the client site may contact Customer Support.

- 24 x 7 IBM Client Success Portal: https://ecm.supportportal.com/ which provides an online Knowledge Base, FAQs, downloadable documentation, and ticket view and update

  IBM Actiance Support provides 24 x 7 support for Severity 1 cases via the support portal. To use the IBM Client Success Portal with IBM Actiance requires a user ID sign-on which can be requested from the Support Portal page.

- E-mail: ecmcloud@us.ibm.com

  Include the following information in your e-mail:
  - IBM Customer Number
  - Contact name
  - Contact e-mail address
  - Contact preferred phone number
  - Severity in this format: "Severity #"
  - Product Name
  - Summary of the issue in the e-mail subject
  - Description of the issue
  - Related attachments (as applicable)

Hours of Operation

- IBM Client Success Portal: 24 x 7

- Email: Sunday 8:00 PM – Friday 8:00 PM U.S. Eastern (excluding IBM company observed holidays)

Supported Language(s)

English

Escalation Process

We believe IBM Support is "Best of Breed". If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

Be certain to explain the business impact of your problem to the service representative.

Submit a new ticket via https://ecm.supportportal.com/ or ecmcloud@us.ibm.com with "Escalation" written in the Issue Summary (ticket through portal) or as the subject line of the email.

The following information should be included in the body of the ticket/email:

- Ticket number needing escalation in the format of 5377-xxxxxxx into email body. Please do not use the # as part of the ticket number or copy from ticket number from e-mail that was received into escalation email body, it contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: **To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response.**

Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Ask to speak to the service representative's manager - Escalations to an IBM manager will receive prompt attention and management focus.

Ask for a "Duty Manager" - the Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately. To invoke the Duty Manager process, please call 888-242-3040 and select option 7, for "Enterprise Content Management Solutions for Cloud products".

Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
2	▪ A defect restricts the use of the application by you due to (i) unavailability of certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time.
3	▪ A defect causes operational inconvenience to you but no significant interference with the application.
4	▪ A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

Appendix AX: IBM® Watson Customer Experience Analytics (CXA)

Contacting Customer Support

Presently there are 2 channels to contact Customer Support for the IBM Watson CX analytics (CXA). Any authorized contact at the client site may contact Customer Support.

• 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com or the Support link from the Watson CX analytics (CXA) application, which provides an online Knowledge Base, FAQs, recorded training, downloadable documentation, and ticket view and update.

• Phone:

US:	1-866-493- 2673
Other Countries Toll Number:	1-303-354-5021

The IBM Client Success Portal and the Watson CX analytics (CXA) applications are interlinked, so the Support Portal requires the User Name, and Password to logon as the customer experience analytics (CXA) user. After your Watson CX analytics analytics (CXA) administrator grants you access to the Watson CX analytics (CXA), you will have access to the IBM Client Success Portal.

Hours of Operation

The Customer Support team is available to provide support via the following channels:

• IBM Client Success Portal: 24 x 7
• Phone (After hours Severity 1 issues only): Sunday – Friday, 8:00 - 7:00 PM U.S. Central Time (excluding IBM company observed holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.

To request After Hours Support, open a Sev 1 ticket in the portal or please call the support line for your country from the phone numbers listed above and follow the prompts. Please note the following information is required for assistance:

• Name

• Phone Number

• E-mail Address

• Full description of issue so that we may reproduce and assist in resolution.

Note: No other support requests will be accepted after hours.

Supported Language(s)：English

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Service Request Workflow

Please contact Customer Support via one of the following channels: IBM Client Success Portal or phone.

Client Success portal: Once your Support Portal ticket has been logged, we review each ticket and assign a severity based on the issue details submitted. Each ticket is followed through to closure by Watson CX analytics (CXA) Customer Support personnel.

Phone: We will attempt to answer your questions on the phone. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will create a ticket to continue the investigation.

Escalation Process

This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request.
Customers should submit a new ticket via http://support.ibmcloud. With the issue summary with the word as "Escalation" in subject line of ticket and submit that in support portal.
Reason for the escalation request on previously submitted tickets (please include ticket#), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis..

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Severity Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical to business Impact/service down:** Business critical functionality is inoperable or Critical interface has failed. This usually applies to a production environment and indicates an inability to access services Resulting in a critical impact on operations. This condition requires an immediate Solution	Within 1 hour	24x7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business Deadlines.	Within 2 business	M-F business
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on Operations.	Within 4 business hours	M-F business hours
4	**Minimal business impact:** An inquiry or non-technical request	Within 1 business day	M-F business hours

Appendix AY: Watson IOT: IBM® Predictive Solutions and IBM® Enterprise Asset and Facility Management

The support information provided in this section applies to these offerings:

IBM® Predictive Solutions Foundation on Cloud, also includes:

> • IBM® Predictive Maintenance on Cloud

> • IBM® Predictive Quality on Cloud

> • IBM® Predictive Warranty on Cloud

IBM® Insights Foundation for Energy on Cloud

IBM® Internet of Things for Manufacturing, also includes:

> • Plant Performance Analytics for Automotive

> • IBM® Prescriptive Quality for Manufacturing

> • IBM® Prescriptive Warranty for Manufacturing

> • IBM® Prescriptive Maintenance for Manufacturing

IBM® Enterprise Asset Management on Cloud (Maximo), also includes:

- IBM® Enterprise Asset Management on Cloud (Maximo) for Scheduler
- IBM® Enterprise Asset Management on Cloud (Maximo) for Managed Service Provider Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Calibration Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Health, Safety and Environment Manager Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Linear Asset Manager Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Spatial Asset Management Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Transportation Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Aviation Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Life Sciences Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Nuclear Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Oil and Gas Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Utilities Add-On
- IBM® Enterprise Asset Management on Cloud (Maximo) Asset Configuration Manager Add-On

IBM® Enterprise Asset Management Fundamentals on Cloud (Maximo)

IBM® Enterprise Asset Management Anywhere on Cloud (Maximo)

IBM® Enterprise Asset Management - Inventory Analytics on Cloud (Maximo Inventory Insights)

IBM® Maximo Asset Health Insights on Cloud

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IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)

Account and Billing Inquiries
Your IBM account representative should be your first point of contact for general account inquiries. For billing inquiries please review the contact instructions in the most recent IBM invoice for your service.

Contacting Technical Support
Note: For clients with a Maximo or TRIRIGA Flex contract, please use the SaaS Flex Service Desk as stated in your onboarding document. See below for more information.

Web: Please open a ticket via the IBM Client Success Portal at: https://support.ibmcloud.com. If you haven't previously used this site, please follow the "Need an account?" link to request access.

Email: You can email your request for technical support to the address applicable to your service in the table below. This will route the ticket created from your email message to the appropriate support team.

If you are contacting us regarding an existing support ticket, please ensure that the ticket number, in the format #5377-xxxxxxx, is included in the subject field of your message.

Service	Technical Support Email Address
IBM® Predictive Solutions Foundation	
IBM® Insights Foundation for Energy	
IBM® Internet of Things for Manufacturing	iotsuppt@us.ibm.com
IBM® Internet of Things for Automotive	
IBM® Enterprise Asset Management on Cloud (Maximo)	
IBM® Enterprise Asset Management Fundamentals on Cloud (Maximo)	
IBM® Enterprise Asset Management Anywhere on Cloud (Maximo)	
IBM® Enterprise Asset Management - Inventory Analytics on Cloud (Maximo Inventory Insights)	iotspt@us.ibm.com
IBM® Maximo Asset Health Insights on Cloud	
IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)	

Hours of Operation

- Open a service request via the Client Success Portal. The Client Success Portal is a web based tool that is available 24 x 7.

- For non-system down issues, see the hours of operation for your offering.

Service	Hours of Operation
IBM® Predictive Solutions Foundation **IBM® Insights Foundation for Energy** **IBM® Internet of Things for Automotive** **IBM® Internet of Things for Manufacturing**	The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example in North America, those hours are Monday through Friday, 8:00 AM to 5.00 PM Eastern time
IBM® Enterprise Asset Management on Cloud (Maximo) **IBM® Enterprise Asset Management Fundamentals on Cloud (Maximo)** **IBM® Enterprise Asset Management Anywhere on Cloud (Maximo)** **IBM® Enterprise Asset Management - Inventory Analytics on Cloud (Maximo Inventory Insights)** **IBM® Maximo Asset Health Insights on Cloud** **IBM® Facilities and Real Estate Management on Cloud (TRIRIGA)**	North America : 8 AM to 8 PM. Eastern Time, Monday through Friday (Excluding holidays)

After Hours Support – Severity 1 Incidents Only

After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request After Hours Support, please create a Service Request (SR) via the Client Success Portal, https://support.ibmcloud.com. Please include Sev 1 in the summary or subject line to highlight service down and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Note: No other support requests will be accepted after hours.

Supported Language(s)
English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal. Updates from the support team are recorded in the ticket and are also sent to you by email. Your reply to an email update will automatically be recorded in the ticket as long as the ticket number, in the format #5377-xxxxxxx, remains in the subject field of your message.

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Escalation Process

This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request. Customers should submit a new ticket or e-mail via http://support.ibmcloud.com with the issue summary or e-mail subject line of "Escalation" and the following information in the body of the ticket:

• Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.

• Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.

SaaS Flex Service Desk for Flex Clients

The SaaS Flex Service Desk is your central portal to communicate any problems or issues you are having with your environment. With the Service Desk, you can open Service Requests (SRs) which will be routed and assigned to our team accordingly. While you can contact your client coordinator directly, opening an SR is the desired approach as it will ensure we have a record of the incidents, and in the case of a critical or Severity 1 issue, will ensure the on-call personnel are aware of the problem.

The SaaS Flex Service Desk is available at https://servicedesk.mro.com/maximo_z7qw.

Appendix AZ: IBM® X-Force Exchange Commercial API

Contacting Customer Support

https://www-01.ibm.com/software/security/ibm-saas/support/index.html

Hours of Operation

- 24 x 7 x 365

After Hours Support – Severity 1 Incidents Only

After Hours Support is available only for Severity 1 issues on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period; otherwise the ticket will be down-graded to Severity 2.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description.

Billing, Registration and IBM ID Support

For help on issues related to billing and/or registration:

  http://www.ibm.com/software/howtobuy/passportadvantage/?lnk=fpl

Technical Support for IBM X-Force Exchange Commercial API

Depending on who is requesting support, Technical support for IBM X-Force Exchange Commercial API may be obtained in one of two ways:

Free Support: Free support is provided through our on-line forums and is regularly monitored. For more information on our forums, please review this technote: http://www.ibm.com/support/docview.wss?uid=swg21985716

Standard Support: Authorized contacts at the client site can contact Customer Support via the following channels:

IBM Security SaaS: https://www-01.ibm.com/software/security/ibm-saas/support/index.html

Only those authorized members of your technical support staff can submit support tickets. Authorization is granted by your Site Technical Contact. You define the severity of the issue based on your business needs. Severity Level Guidelines & Response Time Objectives are described in an earlier section of this handbook.

- Email: SSaaSSpt@us.ibm.com

For existing tickets please place your ticket number in the subject line in the format of Case#xxxxxxxx - [ref:xxxxxxx.xxxxxxxxxx:ref]

For new tickets, when sending an email, note the product that you are using, issues you are having, billing, login failure, service not running, etc.

Severity Level Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

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Severity	Examples
1	▪ The X-Force Exchange Commercial API service is not accessible
2	▪ Application errors impacting multiple users ▪ API authentication is failing
3	▪ General issues ▪ Application errors or problems impacting individual users
4	▪ Minor application issues ▪ How to questions ▪ Enhancements

If you would like to escalate an issue or are dissatisfied with the handling of your case ask to speak with a manager.

Appendix BA: IBM Cloud Video Media

IBM-Branded offerings: IBM Clearleap provides standard web-based and phone-based product support for entitled customers who have purchased IBM Clearleap offerings. This "baseline" support is included as part of SaaS hosted service. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.
The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Heritage Clearleap offerings: IBM Clearleap provides standard web-based and phone-based product support for entitled customers. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.
The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Contacting Customer Support

IBM Clearleap Technical Support
Standard Support
IBM Clearleap provides standard web-based and phone-based product support for entitled customers
who have purchased IBM Clearleap during the hours of operation defined below.
24 x 7 Support web portal: http://support.clearleap.com

Clearleap Terms of Support
For IBM Clearleap offerings, baseline technical support is provided for the platform as part of
the overall purchase and is not available as a separate offering. For heritage offerings sold prior to IBM branding, existing terms and conditions continue to apply.

24 x 7 Support web portal: http://support.clearleap.com

Hours of Operation

IBM Clearleap Technical Support
Standard Support Hours:
Day Hours of Operation
24 x 7x 365 hours for Severity 1

After Hours Support
IBM Clearleap Technical Support
After Hours Support for entitled customers who have purchased IBM Clearleap (outside of the regular operating hours stated above) is available only for Severity 1 issues including weekends, and
holidays.

For urgent business impacting issues an after-hours ticket can be logged by using the customer support portal:
Link for opening an After-Hours Support ticket: http://support.clearleap.com

Supported Language(s) English

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Service Request Workflow
Contact Customer Support by using one of the following channels:
Support web portal: http://support.clearleap.com
"Once your Support Portal ticket is received," we carefully review it and assign it to the
correct support group based on the issue details submitted.
Email - support@clearleap.com

Phone:
1.888.520.5327
We will do our best to resolve your issue on your first call to us. If we determine that we can
better serve you by researching the questions while you are not waiting on the phone, we
will keep your support ticket open until your issue is resolved to your satisfaction; you can
track your support tickets in the Support Portal and we will also notify you of progress by
using phone or email.
Escalation Process
If at any point you are unsatisfied with the support you are receiving, please ask to speak to a
manager and they will be happy to address your concerns.

Severity Examples

Below are some common examples of support issues and suggested severity levels. These
examples are general guidelines for informational purposes only.
Severity Examples

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical business impact/service down:** Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour	24x7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	Within 4 hours	24x7
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 4 business hours	M-F business hours
4	**Minimal business impact:** An inquiry or non-technical request.	Within 6 business hours	M-F business hours

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Appendix BB: IBM® z Operational Insights

The support information provided in this section applies to the following offering: IBM® z Operational Insights (IBM zOI).

Contacting Customer Support
Customer Support is available via the following channels:

- **IBM zOI Free Service**: Customers of this service have access to a forum (https://ibm.biz/zoi-forum) where you may raise questions and issues. IBM does not provide a service level agreement for response or a commitment to fix for any questions or issues raised.
- **IBM zOI CICS Essentials Pack**: Customers with a valid z Operational Insights Subscription to the IBM zOI CICS Essentials Pack can access our Support teams via the IBM Client Success Portal at https://support.ibmcloud.com

A customer can access the appropriate support channel by clicking on the 'Report a Problem' link in the IBM z Operational Insights when they are logged into the service

Hours of Operation:
- IBM Client Success Portal: 8 A.M. to 5 P.M. U.S. Eastern Time, Monday to Friday (excluding U.S. holidays)
- Support issues may be opened or updated 24 x 7 via the IBM Client Success Portal; however, responses to issues are not guaranteed outside of the normal hours of operation stated above.

After Hours Support
After Hours Support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. To request After Hours Support, please create a ticket via the IBM Client Success Portal. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period; otherwise the issues are downgraded to Severity 2.

Note: No other support requests will be accepted after hours.

Supported Language(s)
English

Service Request Workflow
All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. You can review your ticket's progress and add further details via the IBM Client Success Portal. Each ticket is followed through to closure by a Customer Support Representative.

Escalation Process
This escalation process is made available for customers who wish to pursue a particular concern regarding an open support request. If at any point you are unsatisfied with the support you are receiving, please ask to be contacted by a Support Manager. The Support Manager will be happy to address your concerns.

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Severity Examples
Below are some common examples of support issues and suggested severity levels. These
examples are general guidelines for informational purposes only.

Severity	Example
Severity 1	The IBM z Operational Insights site is not available
Severity 2	A defect restricts the use of the Service by you due to (i) in ability to log-in; (ii) unavailability of certain features and functions but does not completely prevent use of Service; or (iii) performance degradation or poor response time. Examples: Data Upload Issues; Individual User can not log-in.
Severity 3	A defect causes operational inconvenience to you but no significant interference with the service.
Severity 4	A minor or cosmetic defect (such as typographical error or an error on a screen layout) that has minimal or no impact on you.

Appendix BC: IBM® Watson® Virtual Agent

Contacting Customer Support

Technical Support is available two ways:

All customers (including Trial users) are provided free support through our community support at: https://developer.ibm.com/answers/topics/watson-virtual-agent.html (used for product issues) or on Stack Overflow at http://stackoverflow.com/questions/tagged/watson-virtual-agent (used for technical programming questions). Developers monitor both forums regularly, however no response time objectives are offered.

Customers that have purchased a subscription to the service will also receive ticketed, technical support with the response time objectives defined in the Severity Example section below. The IBM Client Success Portal is intended for your technical support personnel to contact the Watson technical support team and not intended for use by your users.

- IBM Client Success Portal: https://support.ibmcloud.com/ics/support/mylogin.asp

  Only those members of your authorized technical support staff can submit problem records by using the Client Success Portal. Authorization is granted by your Site Technical Contact and access to the Client Success Portal is provided by IBM.

- Additionally, IBM will provide case management involving issues with the service. IBM will investigate the issue through diagnostic tasks. If the cause of the issue is determined to be related to the service, IBM will manage the case through to problem mitigation. If the cause of the issue is determined to be in an area of client responsibility such as but not limited to external extensions or integrations, IBM will provide available diagnosis uncovered in the triage process to assist the client in problem mitigation.

Severity Examples

The following are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Example	Standard Response Time Objectives	Premium Response Time Objectives	Response Time Coverage
1	The user interface is down or not responding.	Within 1 hour	Within 1 hour	24x7
2	Users can log in and/or use the service, but the system is slow to respond. A major function of the service is not working for all users and impacting business.	Within 2 hour	Within 90 minutes	Hours of Operation
3	The data returned by the solution appears incomplete or out-of-date. A feature or function is not working as expected but work can continue.	Within 4 hours	Within 2 hours	Hours of Operation
4	How to change an intent A request to change a system feature or function	Within 8 hours	Within 4 hours	Hours of Operation

Hours of Operation

IBM Client Success Portal: 24 x 7

Sunday 7:00 PM EST – Friday 6:00 PM EST (excluding US/Italian/Australian holidays).
Please see holiday schedule at: http://ibm.biz/bluemixholidays

After Hours Support is available only for Severity 1 issues only. For Severity 2, 3, or 4; support issues can be opened or updated 24x7 via the Client Success Portal. However, responses to issues are not guaranteed outside of the normal hours of operation that are stated.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented within a support ticket. Each ticket is assigned a unique number for reference and a severity level that is based on the details within the ticket description. Client contacts can review ticket progress and update tickets at the IBM Client Success Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support. The survey focuses on quality of support provided and overall experience. The survey results are reviewed by management. IBM reserves all rights, title and interest in and to any feedback that you provide to IBM, including without limitation, in the form of suggestions, ideas, concepts, improvements, reports and any other materials, whether written or oral.

Appendix BD: IBM® Cloud UrbanCode Deploy

This section applies to IBM Cloud UrbanCode Deploy offerings only.

Contacting Customer Support

When submitting a problem to IBM Software Support about a particular service request, please have the following information ready:

- IBM Customer Number
  Note: you should be able to get your IBM Customer number from your client rep, from product invoices, or the call center may be able to help from your machine type/serial or even from your Customer name.
- The machine type/model/serial number (for Subscription and Support requests)
- Company name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number where you can be reached if request is voice callback
- Related product and version information
- Related operating system and database information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs

Submitting problems electronically

Through the IBM Support Portal or IBM Services site(s), you may post support questions and problems electronically to the IBM support specialists with the best skills for your request. Prior to submitting a problem via the Internet you will need the same information as if you were reporting a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time. Refer to the Contacts section for more information on the tools available to submit problems electronically.
If you are submitting or updating a severity one problem or raising the severity of an existing problem to severity one and it is outside of normal business hours in your country you should open your problem by voice or follow-up your web submission with a call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call will be handled appropriately.

Voice access

IBM Voice Support is available for most Series z platform software products and to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling. Please refer to IBM's Planetwide Site for specific country phone numbers. In most cases, we provide native language support.

Hours of Operation

The Customer Support team is available to provide support via email:

Email: Monday 8:00 AM - Friday 5:00 PM (customer's local time zone, excluding IBM company observed holidays)

After Hours Support

After Hours Support (outside of regular operating hours stated above) is available only for severity 1 issues on business days/evenings, weekends and holidays.

Note: Support requests can be submitted after hours, but will not be assigned/addressed until the following business day.

Supported Language(s)
English

Service Request Workflow
You may submit your request for assistance by using the IBM Support Portal or Services Site or by contacting IBM directly by telephone (where available and entitled) see Contacts section. These requests are logged into the IBM problem management system.

Once logged, a unique Service Request record (PMR) is created. Please make note of this Service Request number, Incident number, or Support Case number and use it in any future communication on this issue with the support center. Your Service Request is routed to a resolution team for handling.. A resolution team is simply a group of software support specialists. You may be transferred directly to the resolution team or your issue will be placed in a queue for response. In either case, the next person to contact you will be a specialist in the appropriate resolution team.

At the resolution team level your Service Request is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

Escalation Process

We believe IBM Support is "Best of Breed." If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative

2. Raise the Severity Level of the problem

3. Ask to speak to the person's manager - Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the IBM Directory of worldwide contacts.

4. Ask for a "Duty Manager" - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.

5. After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of your IBM Client team to do so on your behalf.

Severity Examples

Below are some common examples of support issues and suggested severity levels.
These examples are general guidelines for informational purposes only.

Severity	Examples
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.
2	Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.
3	Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.
4	Minimal business impact: An inquiry or non-technical request.

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Appendix BE: IBM® Weather Company Data

This covers data package when companies subscribe directly to a data offering. Customer who subscribe to data packages embedded in other products or solutions like energy product, Weather Alerts or Weather for Analytics view the product/solution specific support process within the SaaS Support Handbook.

Technical Support

Technical support for the IBM SaaS is provided via email customerservice@weather.com or telephone 1.978.983.6350. Technical support is offered with the IBM SaaS and is not available as a separate offering. The following severities apply to data availability and data accuracy only.

Sever-ity	Severity Definition	Response Time Objec-tives	Response Time Cover-age
1	**Critical business impact/service down:** Business critical functionality is inoperable, critical interface has failed, data is completely unavailable or system wide significant data errors affecting all customers. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour when submitted by phone	24x7
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use, you are in jeopardy of missing business deadlines or there is a discrepancy in the data.	Within 2 business hours	M-F business hours
3	**Minor business impact:** Indicates the service or functionality is usable, the data is available but API's calls need to be repeated and it is not a critical impact on operations.	Within 4 business hours	M-F business hours
4	**Minimal business impact:** An inquiry or non-technical request.	Within 1 business day	M-F business hours

Note: Issues related to constructing or submitting API calls must only be submitted via email at customerservice@weather.com and will be responded to the next business day.

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Appendix BF: IBM® Application Integration Suite on Cloud

Contacting Customer Support

Please submit a new ticket via the IBM Support Portal at https://www.ibm.com/support/entry/portal

Hours of Operation

- IBM Support Portal: 24 x 7

- The support team is available during business hours, Sunday 8:00 PM – Friday 8:00 PM Eastern Standard Time zone, US, excluding US company holidays.

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please follow the Offshift support process documented at:
http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#3

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Support Portal. Updates and client responses are also sent by email and recorded in the ticket comments.

Escalation Process

Please follow the escalation process documented at:

http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#9

Severity Examples

Please reference the general examples provided at:

http://www.ibm.com/support/customercare/sas/f/handbook/getsupport.html#9

Appendix BG: IBM® Support Enablement for Box

Contacting Customer Support

Please have your named Administrator or Administrators contact Customer Support via one of the two channels for Box support.

Any authorized contact at the client site may contact Customer Support.
- IBM Client Success Portal: https://www.ibm.com/support/servicerequest which provides an online Knowledge Base, FAQs, downloadable documentation, and ticket and update views.

  To use the IBM Client Success Portal with Box requires a user ID sign-on which can be requested from the Support Portal page.

- E-mail: support@collabserv.com

Include the following information in your e-mail:
- IBM Customer Number

- Contact name

- Contact e-mail address

- Contact preferred phone number

- Severity in this format: "Severity #"

- Product Name

- Summary of the issue in the e-mail subject

- Description of the issue

- Related attachments (as applicable)

Hours of Operation

- Customers who purchased IBM Support for Box with Box Premier Services or Box Platinum Services receive 24 x 7 support

- Customers who purchased IBM Support for Box without Box Premier Services or Box Platinum Services receive support 9 AM – 6 PM local business hours, Monday – Friday, excluding holidays.

- Response time objectives by severity are shown in the table below

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Severity	Severity Definition	For customers that have not purchased Box Enhanced Support Services	For customers who have purchased Box Enhanced Support Services
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	4 business hours	1 hour
2	Significant business impact: A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	8 business hours	2 hours
3	Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.	1 business day	2 hours
4	Minimal business impact: An inquiry or non-technical request	1 business day	2 hours

Supported Language(s)

The primary language of the support team is English; however, local language access during business hours is available in many major countries

Escalation Process

We believe IBM Support is "Best of Breed". If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

Be certain to explain the business impact of your problem to the service representative.

Submit a new ticket via https://www.ibm.com/support/servicerequest or support@collabserv.com with "Escalation" written in the Issue Summary (ticket through portal) or as the subject line of the email.

> The following information should be included in the body of the ticket/email:

- Ticket number needing escalation in the format of 5377-xxxxxxx into email body. Please do not use the # as part of the ticket number or copy ticket e-mail that was received into escalation email body. It contains code that will not be seen by our alerting system.

- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

> **Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response.** Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Ask to speak to the service representative's manager - Escalations to an IBM manager will receive prompt attention and management focus.

Ask for a "Duty Manager" - the Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately. To invoke the Duty Manager process, please call 800-426-7378 and ask for a "Duty Manager".

Appendix BH: Resilient® Incident Response Platform

Contacting Customer Support

Customer Success Hub:
http://success.resilientsystems.com
Email:
support@resilientsystems.com
Phone:
Within the US: 1-617-500-4448
Most locations outside of US: 00-1-617-500-4448

Hours of Operation

- IBM Resilient Customer Success Hub: 24 x 7

- The support team is available during business hours, 9:00 am - 7:00 pm US EST Monday through Friday, excluding IBM company observed holidays.

   o Off shift support is available for Sev 1 issues 24x7

After Hours Support – Severity 1 Incidents Only

After hours support is provided for Severity 1 incidents only.

If you are experiencing a system outage or nobody can access your Resilient platform, please call us at 617-206-3900 and choose menu option #1.

The person receiving the call will ask for some basic information (a valid callback number and email address). They will then reach out to the on-call Success Engineer who will get back to you shortly.

Supported Language(s) English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the IBM Resilient Customer Success Hub. Updates and client responses are also sent by email and recorded in the ticket comments.

Severity Level Guidelines & Response Time Objectives
- **Level 1 (Urgent) Critical business impact:** An issue that makes the continued use of one or more functions impossible (or severely restricted) and prevents continued production or severely risks critical business operations. Issue may cause loss of data and/or restrict data availability.
- **Level 2 (High) Significant business impact:** A issue that severely affects or restricts major functionality. The issue is of a time sensitive nature and important to long-term productivity but is not causing an immediate work stoppage. No workaround is available and operation can continue in a restricted fashion.
- **Level 3 (Normal) Minimal business impact:** Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available.
- **Level 4 (Low) Nominal business impact:** Minor problem or question that does not affect the software function. There is no impact to product usage or customer's operations.

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Response Time Objectives

Standard Plan

		Urgent	High	Normal	Low
First Response		2 hrs.	2 hrs.	3 hrs.	8 hrs.
Customer Updates		5 hrs.	5 hrs.	2 days	7 days
Escalation		6 hrs.	6 hrs.	3 days	10 days
		24/7	**Resilient Business Hrs**		

Note: Severity Level 1 cases must be submitted via telephone. Severity 1 target initial response times do not apply to cases submitted via email.

Resilient must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Resilient to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their Resilient Systems platform for troubleshooting purposes.

Escalation Process

Please submit a new ticket via the IBM Resilient Customer Success Hub
https://success.resilientsystems.com/agent

To expedite your escalation request, include the information below in the body of the ticket**:**

- The ticket number needing escalation.
- A brief summary of the reasons for the escalation request. This ensures all of your open support tickets are prioritized appropriately.

1. Speak to the Support representative handling your issue, be certain to explain the business impact of your problem and discuss raising the Severity Level of the problem

2. Ask to speak to the Support Manager - Escalations to an IBM manager will receive prompt attention and management focus.

Appendix BI: IBM Cloud Video Streaming

IBM-Branded offerings: IBM Ustream provides standard web-based and phone-based product support for entitled customers who have purchased IBM Ustream offerings. This "baseline" support is included as part of SaaS hosted service. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.
The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Heritage Ustream offerings: IBM Ustream provides standard web-based and phone-based product support for entitled customers. For-fee services are not included in "baseline" support – customers should contact their services representative who assisted with such services, per the arrangements made during that engagement.
The Knowledge Base, Training, and Customer Community are also accessible by using the Support Portal for entitled users who are authorized to access those sites.

Contacting Customer Support

IBM Ustream Technical Support

Standard Support

IBM Ustream provides standard web-based and phone-based product support for entitled customers who have purchased IBM Ustream during the hours of operation defined below.

12 x 7 Offering web portal:
https://www.ustream.tv/login   (Heritage Ustream offerings)
https://ibmcloudvideo.ustream.tv/ (IBM-Branded offerings)

Ustream Terms of Support

For IBM Ustream offerings, baseline technical support is provided for the platform as part of the overall purchase and is not available as a separate offering. For heritage offerings sold prior to IBM branding, existing terms and conditions continue to apply.

Hours of Operation

IBM Ustream Technical Support

Standard Support Hours:

Day Hours of Operation
Business hours (7 days a week)
6:00 am - 6:00 pm Pacific

Supported Language(s)
English, Japanese (written only for Japanese)

Service Request Workflow

Contact Customer Support by using one of the following channels:
Offering portal:
https://www.ustream.tv/login (Heritage Ustream offerings)
https://ibmcloudvideo.ustream.tv/ using IBMid (IBM-Branded offerings)

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Click on raise a ticket or visit this site https://www.ustream.tv/support-ticket
Once your Support Portal ticket is received," we carefully review it and assign it to the correct support group based on the issue details submitted.

Phone: 1-415-489-9235

We will do our best to resolve your issue on your first call to us. If we determine that we can better serve you by researching the questions while you are not waiting on the phone, we will keep your support ticket open until your issue is resolved to your satisfaction; you can track your support tickets in the Support Portal and we will also notify you of progress by using phone or email.

Escalation Process
If at any point you are unsatisfied with the support you are receiving, please ask to speak to a manager and they will be happy to address your concerns.

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.
Severity Examples

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	**Critical business impact/service down:** Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 business hour	6am to 6pm US Pacific Time 7 days a week
2	**Significant business impact:** A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	Within 2 business hours	6am to 6pm US Pacific Time 7 days a week
3	**Minor business impact:** Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 3 business hours	6am to 6pm US Pacific Time 7 days a week
4	**Minimal business impact:** An inquiry or non-technical request.	Within 4 business hours	6am to 6pm US Pacific Time 7 days a week

Appendix BJ: IBM® Watson Marketing Insights

For Limited Availability release, see the Limited Availability section

General Availability

Contacting Customer Support

There are two channels to contact Customer Support for Watson Marketing Insights
- 24 x 7 IBM Client Success Portal: https://support.ibmcloud.com
- E-mail: pcasupp@us.ibm.com

Hours of Operation

Hours of Operation Sunday 10:00 PM - Friday 8:00 PM, US eastern time zone, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only
After hours support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days, weekends and holidays. Enter a ticket via the Client Success Portal and set the severity to 1.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via one of the methods listed above. Once your Support Portal ticket or email is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by IBM Marketing Insights Customer Support personnel.

Escalation Process
This process is made available to any customer who wishes to pursue a particular concern regarding an open support request. Customer should submit a new ticket or email via http://support.ibmcloud.com or pcasupp@us.ibm.com with the issue summary or e-mail subject line of *Escalation* and the following in the body of the ticket:
- Ticket number needing escalation in the format of 5377-xxxxxxx. Please do not use the #5377 or copy from a ticket e-mail that was received. This contains code that will not be seen by our alerting system.
- Reason for the escalation request on previously submitted tickets (please include Client ID that was used to open this ticket), so we may prioritize your requests accordingly.

Note: To appropriately notify the management team, please do not request an escalation through a comment in an open ticket or forward a tracking system e-mail that you have already received as a response. Please note that while we may be able to process some requests quickly, there may be questions or issues that require a longer time for analysis.

Severity Examples
For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Limited Availability

Support is free of charge for Limited Availability and therefore, limited availability is best effort support. As a result, severity 2, 3 and 4 support will be provided and this does not include business critical problems or severity 1.

Contacting Customer Support
There are two channels to contact Customer Support for IBM Watson Marketing Insights:
- IBM Client Success Portal: https://support.ibmcloud.com
- E-mail: pcasupp@us.ibm.com

Hours of Operation
Hours of Operation Monday 9:00 AM - Friday 5:00 PM, US eastern time zone, excluding IBM company observed holidays.

After Hours Support
After hours support (outside of regular operating hours stated above) is not available for Limited Availability releases.

Supported Language(s)
English

Service Request Workflow
Please contact Customer Support via one of the methods listed above. Once your Support Portal ticket or email is received, we review each item and assign a severity based on the issue details submitted. Each ticket is followed through to closure by IBM Watson Marketing Insights Customer Support personnel.

Severity Examples
For response times and other severity level information, please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.

Appendix BK: IBM® Watson Content Hub

Contacting Customer Support
The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal:
https://www.ibm.com/support/entry/portal

Hours of Operation
- IBM Support Portal: 24 x 7
- The support team is available during business hours, Monday 8:00 AM – Friday 5:00 PM, in the customer's time zone, for all severities.

After Hours Support – Severity 1 Incidents Only
After Hours Support (outside of the regular operating hours stated above) is available upon request only for Severity 1 incidents. Severity 1 issues require that the client is available to help us diagnose issues during the 24 x 7 period otherwise;they are downgraded to Severity 2.

Enhancement Request Process
All feature enhancement requests are submitted by customers through the Request for Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Supported Language(s)
English
French
Italian
German
Spanish
Brazilian Portuguese
Japanese
Traditional Chinese
Simplified Chinese

Escalation Process
This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request. Please call 1-800-IBM-SERV (1-800-426-7378), reference your PMR number and request to speak to the Duty Manager

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for information purposes only.

Severity	Examples
1	A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions
2	A defect restricts the use of the application by you due to (i) unavailability of the certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time
3	A defect causes operational inconvenience to you but no significant interference with the application

Appendix BL: IBM® The Weather Company Alerts

Contacting Customer Support

This product has built-in functionality allowing customer to manage support tickets. Refer to the product documentation for details. The product documentation can be found in the Customer Success Portal. Access to the Customer success portal requires customer portal registration. Registration is performed for entitled customers as part of the service provisioning process and communicated to the customer in the welcome email they receive.

Supported the same as "The Weather Company Data Packages" above.

Appendix BM: IBM® The Weather Company Advanced Analytics

Contacting Customer Support

Support Needed	Contact
For support with issues relating accuracy and availability of weather data.	email customerservice@weather.com or telephone 1.978.983.6350.
IBM® SPSS® Modeler support	Contact SPSS support per the terms of your support agreement for SPSS modeler.
Customers wanting to take advantage of the SPSS modeler extension to access weather data API's can download these extension from the SPSS user community	This extension is as-is and not formally supported by IBM. Support for extension maybe available through the SPSS online user community documentation and forum.

Appendix BN: IBM® The Weather Company Energy offerings

Contacting Customer Support

Customer's first point of contact is your regional focal. If your regional contact is unavailable, please contact Meteorological Operations via email mo_desk@wsi.com or telephone 1.978.983.6352 to resolve your support issue.

	Contact	Response Time Coverage	Language Supported
First contact is your regional focal.	Identified by your account executive.	8 AM to 5 PM customer local time, business days only.	English
If your customer focal is unavailable, contact Meteorological Operations	Email: mo_desk@wsi.com Telephone: 1.978.983.6352	24X7	English

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Appendix BO : IBM® ECM SaaS Hosted Offerings

Content Manager OnDemand on Cloud
Case Manager on Cloud
Content Foundation on Cloud
Datacap on Cloud
Content Manager Enterprise Edition on Cloud
Cloud Enterprise Records

Contacting Customer Support

When submitting a problem to IBM Software Support about a particular service request, please have the following information ready:

- IBM Customer Number
  Note: you should be able to get your IBM Customer number from your client rep, from product invoices, or the call center may be able to help from your Customer name.
- Company name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number where you can be reached if request is voice callback
- The ECM SaaS Hosted Offering you are submitting a problem for
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs

Submitting problems electronically

The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal: http://www.ibm.com/support/entry/portal/support or directly through the Service Request site: http://www.ibm.com/support/servicerequest/. Prior to submitting a problem via the Internet you will need the same information as if you were reporting a problem by telephone. This capability allows you to put all of the pertinent information about your problem into the problem record via the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time.

If you are submitting or updating a severity one problem or raising the severity of an existing problem to severity one and it is outside of normal business hours in your country you should open your problem by voice or follow-up your web submission with a call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call will be handled appropriately.

Voice access

You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled to as well as the product about which you are calling. Please refer to IBM's Planetwide Site for specific country phone numbers.

Hours of Operation

IBM Support Center hours cover the prevailing business hours in the country where your ECM SaaS Hosted Offering is licensed and/or your contract is registered.

After Hours Support

During offshift hours we will use commercially reasonable efforts to respond within one hour to service requests which you specify to be Customer Critical problems (severity 1). Normal country business hours are defined by your time zone and the prevailing business hours within your country, e.g.: 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Offshift hours are defined as all other hours outside of normal country business hours. An appropriately skilled technical person from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours. IBM recommends that you use voice or place a follow-up call to the local support center with the electronic PMR/Service Request number. This action helps to ensure a prompt response.

Supported Language(s)

The primary language of the support team is English. However, local language access during business hours is available in many major countries.

Escalation Process

We believe IBM Support is "Best of Breed." If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:
1. Be certain to explain the business impact of your problem to the service representative.

2. Raise the Severity Level of the problem.

3. Ask to speak to the person's manager - Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the IBM Directory of worldwide contacts.

4. Ask for a "Duty Manager" - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.

5. After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of your IBM Client team to do so on your behalf.

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.

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Appendix BP: IBM® BigFix Enhanced Management for Windows 10 and OS X

Contacting Customer Support:

Customer Support is available for all current IBM BigFix Enhanced Management for Windows 10 and OS X customers via the following MaaS360 channels:

- Phone:
  - US – (800) 546-5750
  - United Kingdom – (800) 085-3140
  - India – (800) 400-7016
  - New Zealand – (050) 861-7047
  - Australia – (800) 713-826
  - International – (215) 664-1615

- Email: Support@maas360.ibm.com

  - MaaS360 support will respond to all e-mails immediately with a Case and Reference number. Critical issues should always be called in to one of the General Support phone numbers above.

Hours of Operation

- Available 24 x 7 x 365 on all products

Supported Languages

- Provided in English 24x7x365
- Japanese language support will be provided during Japan Business hours, Monday through Friday, by email only. If a phone call is necessary to further resolve your issue, please request that in an email to the Japanese support team, and they will reach out to you with a call back.

Service Request Workflow

- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client responses are also sent by email and recorded in the ticket.

Escalation Process

- An escalation elevates the urgency level of a situation to minimize business impact. A case may be escalated to receive more resources and management attention. An escalation may be requested by the customer, or initiated by MaaS360. If you would like to escalate an issue or are dissatisfied with the handling of your case, contact your Account Manager. Your Account Manager will request the escalation and notify the Support Manager.

Severity Examples

Severity	Example
Critical (Severity 1)	• Problems or issues with the service that interrupt or prevent the entire customer population from performing regular business operations • Problems or issues caused by the service having a catastrophic impact on regular business operations
High (Severity 2)	• Problems or issues with the service that interrupt or prevent a significant percentage of the customer population from performing regular business operations • Problems or issues caused by the service having a major impact on regular business operations
Medium (Severity 3)	• Problems or issues with the service that interrupt or prevent a small percentage of the customer population from performing regular business operations • Problems or issues caused by the service having a significant impact on regular business operations
Low (Severity 4)	• Problems or issues with the service that interrupt or prevent an individual user from performing regular business operations • Problems or issues having a minor impact on regular business operations • Information requests

Additional Contacts:

Billing and Registration ID Support

- For help on issues related to billing: billing@fiberlink.com

Registration and ID's

- For help on issues related to IBM® MaaS360 Customer Portal user ids:

    Please reach out to an existing administrator on your portal account as they will be able to add you to the account. If the existing administrator has left the company, please reach out to your IBM sales representative as they will mark you as the new person of contact for the account and they can submit a request to the support team at OPS@fiberlink.com to add you as the new administrator for your account.

Service Changes

- Please reach out to your sales representative to have features activated for your account as they will then reach out to the support team on your behalf to complete the request for turning on or modifying account features.

Appendix BQ: IBM® QRadar Advisor with Watson

Contacting Customer Support:

Customer Support, assistance with defects and routine, short duration usage questions, is available via the following channels:
- 24 x 7 Service Request tool https://www-947.ibm.com/support/servicerequest/Home
- Phone: http://www.ibm.com/planetwide/ follow instructions on contacting IBM Software support

Hours of Operation
- Customer local country business hours (i.e. North America; Monday through Friday 8:00 AM to 5:00 PM) excluding national or statutory holidays.

After Hours Support
- Available only for critical, Severity 1 issues on business days, weekends and holidays.

Supported Language(s)
- English

Service Request Workflow
- All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets via the Service Request tool. Updates and client responses are also sent by email and recorded in the ticket.

Escalation Process
- Speak to the Support representative handling your issue, be certain to explain the business impact of your problem and discuss raising the Severity Level of the problem
- Ask to speak to the person's manager – Escalations to an IBM manager will receive prompt attention and management focus. You can find contact numbers for your geographic area in the IBM Directory of worldwide contacts.
- Ask for a "Duty Manager" - The Duty Manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of your IBM Client team to do so on your behalf.

Severity Examples

Severity	Example
1	• A defect prevents you from accessing or using the Service due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions.
2	• A defect restricts the use of the Service by you due to (i) unavailability of certain features and functions but does not completely prevent use of the Service; or (ii) performance degradation or poor response time.
3	• A defect causes operational inconvenience to you but no significant interference with the Service.
4	• A minor or cosmetic defect (such as a typographical error or an error on a screen layout) that has a minimal or no impact on you.

Appendix BR: IBM® Db2 on Cloud

Contacting Customer Support
Support will be provided through Bluemix support: https://support.eu-gb.bluemix.net/gethelp/

Customers may also visit the support forum within developerWorks:
https://developer.ibm.com/answers/topics/dashdb.html

For support with IBM® Bluemix®, review getting customer support documentation:
https://console.ng.bluemix.net/docs/support/index.html#getting-customer-support

Hours of Operation
Sunday 21:30 UTC to Friday 23:59 UTC (excluding US/Italian/Australian Holidays).

Supported Language(s)
English

Appendix BS : IBM® Db2 Warehouse on Cloud

Contacting Customer Support
Support will be provided through Bluemix support: https://support.eu-gb.bluemix.net/gethelp/

Customers may also visit the support forum within developerWorks:
https://developer.ibm.com/answers/topics/dashdb.html

For support with IBM® Bluemix®, review getting customer support documentation:
https://console.ng.bluemix.net/docs/support/index.html#getting-customer-support

Hours of Operation
Sunday 21:30 UTC to Friday 23:59 UTC (excluding US/Italian/Australian Holidays).

Supported Language(s)
English

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Appendix BT : IBM® Cloud Management Console for Power Systems

Contacting Customer Support

Problem tickets can be submitted 24x7 via an online problem reporting system.
Before opening a ticket we recommend that you view the documentation that is provided in the online support system's Help Center and Community sections.

Hours of Operation

Support is available to assist between the regular business hours of 8 AM to 5 PM U.S. Central Standard Time, Monday to Friday (excluding holidays).
Escalation:
Send an email to support@ibmcmc.zendesk.com with the word "Escalation" in the subject line.
Ensure that there is a corresponding ticket with an urgent priority already filed and provide the ticket number in the email text.

Supported Language(s)

English

Appendix BU: IBM® X-Force Malware Analysis on Cloud

Contacting Customer Support

https://www-01.ibm.com/software/security/ibm-saas/support/index.html

Hours of Operation

- 24 x 7 x 365

After Hours Support – Severity 1 Incidents Only

After Hours Support is available only for Severity 1 issues on business days, weekends, and holidays. Severity 1 issues require that the client is available to help diagnose issues during the 24 x 7 period; otherwise the ticket will be down-graded to Severity 2.

Supported Language(s)

English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description.

Billing, Registration and IBM ID Support

For help on issues related to billing and/or registration:

http://www.ibm.com/software/howtobuy/passportadvantage/?lnk=fpl

Technical Support for IBM X-Force Malware Analysis on Cloud

Depending on who is requesting support, Technical support for IBM X-Force Malware Analysis on Cloud may be obtained in one of two ways:

Free Support: Free support is provided through our on-line forums and is regularly monitored. For more information on our forums, please review this technote: http://www.ibm.com/support/docview.wss?uid=swg21985716

Standard Support: Authorized contacts at the client site can contact Customer Support via the following channels:

- IBM Security SaaS: https://www-01.ibm.com/software/security/ibm-saas/support/index.html Only those authorized members of your technical support staff can submit problem records. Authorization is granted by your Site Technical Contact. You define the severity of the issue based on your business needs. Severity Level Guidelines & Response Time Objectives are described in an earlier section of this handbook.

- Email: SSaaSSpt@us.ibm.com

    For existing tickets please place your ticket number in the subject line in the format of Case#xxxxxxxx - [ref:xxxxxxx.xxxxxxxxxx:ref]

    For new tickets, when sending an email, note the product you are using, the issues you are having, billing, login failure, service not running, etc.

Severity Level Examples

Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for informational purposes only.

Severity	Examples
1	▪ IBM X-Force Exchange Malware Analyzer is not accessible
2	▪ Application errors impacting multiple users
3	▪ General issues ▪ Application errors or problems impacting individual users
4	▪ Minor application issues ▪ How to questions ▪ Enhancements

If you would like to escalate an issue or are dissatisfied with the handling of your case ask to speak with a manager.

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Appendix BV: IBM® Digital Commerce

The support information provided in this section applies to these offerings: IBM® Digital Commerce

Contacting Customer Support:

Online Via the Support Portal
The IBM Service Request (SR) application is used to open and update service requests online.
The IBM Service Request application is accessed through the IBM Support Portal

Via the Telephone (software support)
Locate the **IBM Software Support** phone number for your country

The Digital Commerce Support team is available from Monday through Friday, 8:00
AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays.

Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response
Time Objective chart listed at the beginning of this document for response descriptions to all levels
of severities).

To request After Business Hour Support for a Severity 1 issue, please submit a
request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although
opening a Severity 1 ticket provides an immediate reference number and pages out the support
team, a phone call will also help to alert the team as quickly as possible.

All non-Sev 1 issues, if submitted after business hours, will be responded to during the next
business day according to the Severity Level Guidelines & Response Time Objectives at the
beginning of this document.

Supported Language(s)
English

Escalation Process

If at any point you feel we are not meeting our commitments, please use the escalation process:
1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of
your problem
2) Call the 'IBM Software Support' number above and ask to speak to the next available technician
(24x7)
3) Raise the severity level of the problem (PMR)
4) Ask to speak to the SME's manager to gain prompt attention and management focus
Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct
resources are engaged and focus in place (24x7)

Appendix BW: IBM® Order Management

The support information provided in this section applies to these offerings: IBM® Order Management

Contacting Customer Support:

Online Via the Support Portal
The IBM Service Request (SR) application is used to open and update service requests online.
The IBM Service Request application is accessed through the IBM Support Portal

Via the Telephone (software support)
Locate the **IBM Software Support** phone number for your country

The IBM Order Management Support team is available from Monday through Friday, 8:00 AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays. Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response Time Objective chart listed at the beginning of this document for response descriptions to all levels of severities). To request After Business Hour Support for a Severity 1 issue, please submit a request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although opening a Severity 1 ticket provides an immediate reference number and pages out the support team, a phone call will also help to alert the team as quickly as possible.
All non-Sev 1 issues, if submitted after business hours, will be responded to during the next business day according to the Severity Level Guidelines & Response Time Objectives at the beginning of this document.

Supported Language(s)
English

Escalation Process
If at any point you feel we are not meeting our commitments, please use the escalation process:
1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of your problem
2) Call the 'IBM Software Support' number above and ask to speak to the next available technician (24x7)
3) Raise the severity level of the problem (PMR)
4) Ask to speak to the SME's manager to gain prompt attention and management focus
Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct resources are engaged and focus in place (24x7)

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Appendix BX: IBM® Store Engagement

The support information provided in this section applies to these offerings: IBM® Store Engagement

Contacting Customer Support:

Online Via the Support Portal
The IBM Service Request (SR) application is used to open and update service requests online.
The IBM Service Request application is accessed through the IBM Support Portal

Via the Telephone (software support)
Locate the **IBM Software Support** phone number for your country

The IBM Store Engagement Support team is available from Monday through Friday, 8:00 AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays. Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response Time Objective chart listed at the beginning of this document for response descriptions to all levels of severities). To request After Business Hour Support for a Severity 1 issue, please submit a request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although opening a Severity 1 ticket provides an immediate reference number and pages out the support team, a phone call will also help to alert the team as quickly as possible.
All non-Sev 1 issues, if submitted after business hours, will be responded to during the next business day according to the Severity Level Guidelines & Response Time Objectives at the beginning of this document.

Supported Language(s)
English

Escalation Process
If at any point you feel we are not meeting our commitments, please use the escalation process:
1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of your problem
2) Call the 'IBM Software Support' number above and ask to speak to the next available technician (24x7)
3) Raise the severity level of the problem (PMR)
4) Ask to speak to the SME's manager to gain prompt attention and management focus
Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct resources are engaged and focus in place (24x7)

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Appendix BY: IBM® Configure Price Quote

The support information provided in this section applies to these offerings: IBM® Configure Price Quote

Contacting Customer Support:

Online Via the Support Portal
The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal

Via the Telephone (software support)
Locate the **IBM Software Support** phone number for your country

The IBM Configure Price Quote Support team is available from Monday through Friday, 8:00 AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays. Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response Time Objective chart listed at the beginning of this document for response descriptions to all levels of severities). To request After Business Hour Support for a Severity 1 issue, please submit a request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although opening a Severity 1 ticket provides an immediate reference number and pages out the support team, a phone call will also help to alert the team as quickly as possible.
All non-Sev 1 issues, if submitted after business hours, will be responded to during the next business day according to the Severity Level Guidelines & Response Time Objectives at the beginning of this document.

Supported Language(s)
English

Escalation Process
If at any point you feel we are not meeting our commitments, please use the escalation process:
1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of your problem
2) Call the 'IBM Software Support' number above and ask to speak to the next available technician (24x7)
3) Raise the severity level of the problem (PMR)
4) Ask to speak to the SME's manager to gain prompt attention and management focus
Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct resources are engaged and focus in place (24x7)

Appendix BZ: IBM® Call Center

The support information provided in this section applies to these offerings: IBM® Call Center

Contacting Customer Support:

Online Via the Support Portal
The IBM Service Request (SR) application is used to open and update service requests online.
The IBM Service Request application is accessed through the IBM Support Portal

Via the Telephone (software support)
Locate the **IBM Software Support** phone number for your country

The IBM Call Center Support team is available from Monday through Friday, 8:00
AM to 5:00 PM in the customer's chosen time zone, excluding IBM designated holidays.
Severity 1 issues are responded to 24 x 7. (Please see the Severity level guideline and Response
Time Objective chart listed at the beginning of this document for response descriptions to all levels
of severities). To request After Business Hour Support for a Severity 1 issue, please submit a
request to IBM Support Portal describing the issue and select 1 as the ticket Severity. Although
opening a Severity 1 ticket provides an immediate reference number and pages out the support
team, a phone call will also help to alert the team as quickly as possible.
All non-Sev 1 issues, if submitted after business hours, will be responded to during the next
business day according to the Severity Level Guidelines & Response Time Objectives at the
beginning of this document.

Supported Language(s)
English

Escalation Process
If at any point you feel we are not meeting our commitments, please use the escalation process:
1) Contact the Support Analyst (via direct phone, email, or SR) and clarify the business impact of
your problem
2) Call the 'IBM Software Support' number above and ask to speak to the next available technician
(24x7)
3) Raise the severity level of the problem (PMR)
4) Ask to speak to the SME's manager to gain prompt attention and management focus
Call 'IBM Software Support' and ask to speak to the "Duty Manager" who will ensure the correct
resources are engaged and focus in place (24x7)

Appendix CA: IBM® Forms Experience Builder on Cloud

Contacting Customer Support
The IBM Service Request (SR) application is used to open and update service requests online. The IBM Service Request application is accessed through the IBM Support Portal:
https://www.ibm.com/support/entry/portal

Hours of Operation
> •IBM Support Portal: 24 x 7
> •The support team is available during business hours, Monday 8:00 AM – Friday 5:00 PM, in the customer's time zone, for all severities.

After Hours Support – Severity 1 Incidents Only
After Hours Support (outside of the regular operating hours stated above) is available upon request only for Severity 1 incidents. Severity 1 issues require that the client is available to help us diagnose issues during the 24 x 7 period, otherwise they are downgraded to Severity 2.

Enhancement Request Process
All feature enhancement requests are submitted by customers through the Request for Enhancement (RFE) Community: http://www.ibm.com/developerworks/rfe/

Supported Language
- English

Escalation Process
This escalation process is made available for any customer who wishes to pursue a particular concern regarding an open support request. Please call 1-800-IBM-SERV (1-800-426-7378), reference your PMR number and request to speak to the Duty Manager

Severity Examples
Below are some common examples of support issues and suggested severity levels. These examples are general guidelines for information purposes only.

Severity	Examples
1	A defect prevents you from accessing or using the application due to (i) system downtime, hang or crash; or (ii) widespread unavailability of critical features or functions
2	A defect restricts the use of the application by you due to (i) unavailability of the certain features and functions but does not completely prevent use of the application; or (ii) performance degradation or poor response time
3	A defect causes operational inconvenience to you but no significant interference with the application

Appendix CB: IBM® Fast Data for Business (Cloud Service)

IBM Fast Data for Business (the Cloud Service) is a single-tenant cloud based service enabling clients to ingest, process and enrich, persist and archive, and distribute their data workloads. This offering is provided as a managed service in which IBM provides setup and operational support of the environment used by the client for their data workloads.

Contacting Technical Support:

Technical support for the Cloud Service is provided via email customerservice@weather.com or telephone 1.978.983.6350. Technical support is offered with the Cloud Service and is not available as a separate offering.

Within the conditions outlined in the offering service description, IBM guarantees the availability of the service and where appropriate, will issue a service credit in the event the service's availability is impacted. For complete details on the service guarantee, please refer to the service description document that was provided to you when you subscribed to the service.

> **Note**:
>
> This Cloud Service follows IBM's data security and privacy principals for IBM SaaS which are available at https://www.ibm.com/cloud/resourcecenter/content/80 and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

Hours of Operation

The support team is available during customer local business hours, 8:00 AM - 5:00 PM US Eastern Time, Monday to Friday, excluding IBM company observed holidays.

After Hours Support – Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

Requests submitted by email **customerservice@weather.com** are always assumed to be Severity 3 and will not alert our after-hours support staff.

To request support assistance outside of the hours listed above, please open a ticket via **telephone 1.978.983.6350**, and notify the support representative this is a Severity 1 issue. This will notify a member of our after-hours support staff.

Supported Languages

English

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue via **telephone 1.978.983.6350** and requesting to speak to a manager.

Severity Examples

Refer to the Severity Level Guidelines & Response Time Objectives section in the beginning of this handbook.

Appendix CC: IBM® Cognos® Controller on Cloud

The support information provided in this section applies IBM® Cognos® Controller on Cloud

Contacting Customer Support

Authorized contacts at the client site can contact Customer Support via the following channels:

- 24 x 7 Service Request tool: https://www.ibm.com/support/servicerequest/
  http://www.ibm.com/support/servicerequest

- Telephone: http://www.ibm.com/planetwide/ . Please use the appropriate Software Support number for your country.

Hours of Operation

- IBM Service Request tool: 24 x 7

- The support team is available during normal country business hours as defined by your time zone (excluding local national holidays). For example, in North America, those hours are Monday to Friday, 8:00 AM to 5:00 PM.

After Hours Support - Severity 1 Incidents Only

After Hours Support is provided for Severity 1 issues only. Refer to the Severity Level Guidelines & Response Time Objectives section earlier in this handbook.

To request support assistance outside of the hours listed above, please open a ticket via the IBM Service Request tool, http://www.ibm.com/support/servicerequest, and select Severity 1 for the Severity field. This will notify a member of our after-hours support staff.

Supported Language(s) : English

Service Request Workflow

All client support issues are documented in a support ticket. Each ticket is assigned a unique number for reference and a severity level based upon the details in the ticket description. Client contacts can review ticket progress and update tickets at the Customer Support portal. Updates and client responses are also recorded in the ticket notes.

Escalation Process

We are committed to providing excellent customer service at all times. If our support services fail to meet your expectations, please feel free to escalate the issue by contacting:

AMERICAS	Trevor Kirkland trevor.kirkland@ca.ibm.com	1-613-356-5919 (Office) 1-613-293-7236 (Mobile)
EMEA	Russell Kinmond russell.kinmond@uk.ibm.com	+44-208-8184097 (Office) +44-7810-554631 (Mobile)
Asia Pacific & Japan	Peter Dalliston peter.dalliston@au1.ibm.com	+61-2-93544500 (Office) +61-4-18642884 (Mobile)
World Wide	Michael Doris michael.doris@ca.ibm.com	+1-613-356-5812 (Office) +1-613-864-0993 (Mobile)

Severity Examples

Please reference the general examples provided in the beginning of this handbook - Severity Level Guidelines & Response Time Objectives.