

ServicePac Part Number List for Combined IBM Warranty Service Upgrade, IBM Maintenance Service, IBM Maintenance Service Upgrade and Software Support Service



Combined Warranty Upgrade and Support Line Services

51J8910 – IBM Warranty Upgrade (*) and Support Line () Services – ServicePac for 24x7x4 hour response On-site hardware service and Support Line for Windows or Linux (3 years 24x7 MS Windows or Linux support on a single 1 socket server)**

Applicable Machine types:

8877
8865

51J8911 – IBM Warranty Upgrade (*) and Support Line () Services – ServicePac for 24x7x4 hour response On-site hardware service and Support Line for Windows or Linux (3 years 24x7 MS Windows or Linux support on a single 2 socket server)**

Applicable Machine types:

7141
8877

51J9812 – IBM Warranty Upgrade (*) and Support Line () Services – ServicePac for 24x7x4 hour response On-site hardware service and Support Line for Windows or Linux (3 years 24x7 MS Windows or Linux support on a single 2 socket server)**

Applicable Machine types:

8865
8866
8878

51J8913 – IBM Warranty Upgrade (*) and Support Line () Services – ServicePac for 24x7x4 hour response On-site hardware service and Support Line for Windows or Linux (3 years 24x7 MS Windows or Linux support on a single 4 socket server)**

Applicable Machine types:

7141
8877

51J8914 – IBM Warranty Upgrade (*) and Support Line () Services – ServicePac for 24x7x4 hour response On-site hardware service and Support Line for Windows or Linux (3 years 24x7 MS Windows or Linux support on a single 4 socket server)**

Applicable Machine types:

8865
8866
8864
8878

(*) IBM WARRANTY UPGRADE:

For a full definition of IBM WARRANTY UPGRADE SERVICE see IBM Hardware Maintenance Operational Guides – Europe

<http://www-05.ibm.com/services/europe/maintenance/operational-guides.html>

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(**) IBM SUPPORT LINE:

For these part numbers IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the WIN LIN OS product group which can be found at the following web link; <http://www-03.ibm.com/services/sl/products/java2.html>.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.