
IBM @server zSeries
October 2003

Mainframe Charter
Frequently Asked Questions

Worldwide



Mainframe Charter PACKAGE

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Overview

Question:

Can these questions and answers be provided to customers?

Answer:

Yes.

Question:

What is being announced today?

Answer:

IBM is announcing significant enhancements to the IBM @server® zSeries® platform:

1. IBM intends to train and redeploy additional resources to assist customers in designing, developing and deploying a simplified infrastructure. Fostering a vibrant zSeries community with the right skills and expertise available to our customers is an element of the IBM Mainframe Charter.
2. New features and capabilities for the IBM @server zSeries 990 (z990)

Question:

What is this Mainframe Charter and what does it mean to a zSeries customer?

Answer:

The Mainframe Charter provides a framework for planned future investment and highlights specific ways in which IBM intends to deliver ongoing value of zSeries customers.

Businesses require an IT environment that is responsive, process-focused, resilient, and efficient. With a growing need to become more on demand oriented, companies are rediscovering the relevance of mainframe values. At IBM, our on demand operating environment strategy centers around automation, integration and virtualization. These are IT capabilities born and most fully realized in mainframe computing.

IBM expanded upon these important mainframe values and articulated the IBM mainframe strategy with the Mainframe Charter. This long-term strategic vision is consistent with the IBM @server zSeries core values and is focused on the future.

IBM introduced the Mainframe Charter to provide a framework for planned future investment and to highlight specific ways in which IBM intends to deliver ongoing value to zSeries customers. The principles, or pillars, of the charter are specific, achievable goals that offer ways to derive ongoing benefit from the zSeries and the IBM relationship.

IBM has already delivered the zSeries 990 and a host of products and features that support the goals of the Mainframe Charter. Articulating these principles in this Charter demonstrates our strategy to work to continue to deliver more zSeries value, and to establish our vision for the future.

IBM is committed to delivering innovative solutions to meet our customers' on demand business requirements. Given this objective, IBM adopted nine principles organized under the pillars of

innovation, value, and community, designed to help guide our investment priorities in IBM zSeries systems.

In May, 2003, IBM delivered the z990, the flagship of the IBM @server line and the result of a \$1 billion investment. The z990 exemplifies the kind of world class innovation that customers have come to expect from IBM as we help them address their specific business and IT challenges.

In August, 2003, IBM announced a comprehensive set of pricing initiatives designed to lower costs, and encourage customers to accelerate their move to “on demand.”

In October, 2003, IBM announced its intentions to train and redeploy additional resources to assist zSeries customers in designing, developing and deploying a simplified infrastructure.

Forecasting tomorrow’s IT infrastructure requirement is not simple, but the Mainframe Charter can help by offering a broad set of guiding principles for leveraging the z990 environment to meet future on demand needs, and to optimize z990 mainframe values.

Additional Questions and Answers on this topic are provided beginning on the “Mainframe Charter” section of this FAQ package.

Question:

What specific actions has IBM announced as part of the zSeries resource mobilization initiative?

Answer:

IBM intends to train and redeploy additional resources to assist customers in designing, developing and deploying a simplified infrastructure. In connection with this, IBM is also creating a new class of technical sales support, the IBM Systems Architect, expected to be deployed into top customer accounts to help analyze and architect a simplified infrastructure.

Question:

What new roles is IBM announcing today?

Answer:

IBM is announcing the creation of a new class of technical sales support, the Systems Architect, and a new technology focus area within the Software IT Architect community, Enterprise Modernization.

Question:

What is the role of the Systems Architect?

Answer:

The goal of the Systems Architect is to provide architectural advice and support to help enable a customer to accelerate deployment decisions and meet business objectives. System Architects will work with top customers to help analyze their business requirements and IT challenges and recommend IT infrastructure solutions that will be designed to integrate smoothly into their environment leveraging, where appropriate, other IBM product capabilities. Systems Architects will work with IBM software and industry I/T architects and product specialists from across the IBM company to help provide a complete end-to-end solution to the customer.

Question:

What is the role of the Software IT Architect with the technology focus of Enterprise Mobilization?

Answer:

This new architect role will focus on creating SWG solutions for new workloads on the zSeries platform within the context of enterprise modernization. Enterprise modernization is a process by which a business is able to reuse existing applications and data, and to leverage enterprise development skills in more intelligent ways to help achieve cost reductions, savings for new development, and better use of existing resources. These software architects are experts on zSeries-based SWG software and the zSeries platform, developing architectures and solutions for customers using zSeries technologies including z/VM[®], z/OS[®], Linux on zSeries, Linux on z/VM, and subsystems such as IMS[™], CICS[®], DB2[®], NetView[®], MQSeries[®] and RACF[®]. The zSeries architect will help lead IBM customers to leverage their legacy assets and move business activity of all kinds to the Web, to move toward the vision of e-business on demand[™].

Question:

Where can I find additional information on this resource mobilization initiative?

Answer:

More information on the zSeries resource initiative can be found at the following URL:

ibm.com/servers/eserver/zseries/announce/infrastructure

Question:

What is Infrastructure Simplification and why is it important?

Answer:

Infrastructure Simplification is an emerging trend in the industry that is a step beyond traditional server consolidation. With Infrastructure Simplification, the focus is on further simplifying or reducing the number of tiers of computing resources (servers, storage, networking) into a more efficient, more resilient, and more responsive IT environment. Businesses continue to be motivated by the need to reduce costs, to provide continuity and security, and to respond quickly to changing business requirements. Through infrastructure simplification, companies can continue the progression toward an on demand operating environment by leveraging technologies that are available today.

Question:

What are some of the key enabling technologies that can help you simplify your infrastructure?

Answer:

In a simplified IT environment, the goal is to move toward efficient, highly responsive computing resource pools designed to handle incoming workloads: a server pool(s) consisting of servers that can scale up and scale out, and a storage pool(s) (SAN) for sharing data. Grid technologies and Tivoli[®] Orchestration software can help intelligently manage and provision resources, while Linux offers a common application environment that can provide flexibility for running and deploying applications anywhere within the server pool. In addition, virtualization can enable highly efficient sharing of server and storage resources within the pools.

Question:

How can IBM help you simplify your infrastructure using zSeries?

Answer:

IBM has products and services available to help our customers simplify their IT infrastructure. With innovative technologies ranging from the zSeries 990 that can scale up to support millions of transactions a day, to industry-standard blade technologies that scale out like the IBM BladeCenter™, IBM can help you put a halt to server sprawl and eliminate unnecessary complexity. And with the support of open standards like Linux and Grid, and a broad portfolio of systems management products from Tivoli, businesses can better integrate and manage their infrastructure, providing a more efficient and responsive environment.

Question:

Where can I find additional information on Infrastructure Simplification?

Answer:

More information on Infrastructure Simplification can be found at the following URL:

ibm.com/servers/eserver/zseries/announce/infrastructure

Question:

Can you provide an overview of the IBM @server zSeries 990 On Demand Business Investment Rebate Promotion?

Answer:

Yes. The objective of this promotion is to assist customers in accelerating their implementation of IBM's on demand business initiative with the z990, which is an excellent building block for an on demand environment.

Purchases of qualifying z990 processors directly from IBM can earn customers a rebate amount of up to \$250,000 per qualifying server serial number that can be redeemed only when additional selected IBM products or services are purchased. The rebate is valid only for qualifying z990 server, or model or feature upgrade with an IBM invoice dated after September 9, 2003 but not later than December 31, 2003. The eligible hardware, software or services must have IBM invoices dated on or after September 9, 2003, but no later than March 1, 2004.

Additional questions and answers on this topic are provided beginning on "IBM @server zSeries 990 on demand business investment rebate promotion" section of this FAQ package.

zSeries Mainframe Charter

Question:

Why did IBM announce the Mainframe Charter and what will it mean to zSeries customers?

Answer:

Businesses require an IT environment that is responsive, process-focused, resilient, and efficient. With a growing need to become more on demand oriented, companies are rediscovering the relevance of mainframe values. At IBM, our on demand operating environment strategy centers around automation, integration and virtualization. These are IT capabilities born and most fully realized in mainframe computing.

In August, 2003, IBM introduced important mainframe values and articulated the IBM mainframe strategy with the Mainframe Charter. This long-term strategic vision is consistent with the IBM @server zSeries core values and is focused on the future.

Question:

What are the nine principles of the Mainframe Charter?

Answer:

IBM is committed to delivering innovative solutions to meet our customers' on demand business requirements. Given this objective, IBM has adopted nine principles designed to help guide our investment priorities in IBM zSeries systems. These nine principles are divided into three major categories: Innovation, Value and Community. The charter outlines IBM's intention to continue to take the following actions:

Persistent Innovation:

- ✓ Provide leadership in innovation
- ✓ Maintain zSeries position as a benchmark for flexible, efficient, and responsive platform
- ✓ Improve the autonomic and self-managing capabilities of the zSeries

Provide Value:

- ✓ Enhance the value proposition and lower the cost of computing of zSeries
- ✓ Extend the on demand characteristics of zSeries servers
- ✓ Increase the ability to account for allocation and use of zSeries resources

Foster a Community:

- ✓ Support programs designed to help foster vitality in zSeries community
- ✓ Provide the skills and expertise to assist customers
- ✓ Leverage key open standards and common structures

Question:

How will this affect me as a zSeries mainframe customer in the short term?

Answer:

IBM has already delivered the zSeries 990 and a host of products and features that support the goals of the Mainframe Charter. Articulating these principles in this Charter demonstrates our strategy to work to continue to deliver more zSeries value, and to establish our vision for the future.

Question:

Can we expect additional announcements related to the charter over time?

Answer:

Yes, IBM introduced the Mainframe Charter to provide a framework for planned future investment and to highlight specific ways in which IBM intends to deliver ongoing value to zSeries customers. The principles, or pillars of the charter are specific, achievable goals that offer ways to derive ongoing benefit from the zSeries and the IBM relationship.

IBM plans to deliver more specific initiatives in support of these principles, to optimize zSeries value, and support our customers' "on demand" needs.

Forecasting tomorrow's IT infrastructure requirement is not simple, but the Mainframe Charter can help by offering a broad set of guiding principles for leveraging the z990 environment to meet future on demand needs, and to optimize z990 mainframe values.

Question:

Where can I get additional information on IBM's Mainframe Charter?

Answer:

For more information on IBM's Mainframe Charter and the pricing initiatives being announced today, see the following URL for more information:

ibm.com/servers/eserver/zseries/announce/charter/

Specific zSeries Actions

zSeries Memory Pricing

Question:

What effect will this price have on zSeries customers?

Answer:

As the price of memory declines, customers will be able to more affordably install larger memory configurations, which may improve the performance of many applications.

Question:

What zSeries servers are affected by this memory change?

Answer:

This applies to IBM hardware memory for the IBM @server zSeries 800 (z800) zSeries 900 (z900) and z990 servers.

Question:

When did the new memory prices become effective?

Answer:

They became effective on August 22, 2003.

Question:

Will customers that previously bought memory at a higher price receive any credit or refund?

Answer:

No. This change applies to memory purchases on z800, z900, and z990 after August 22, 2003. It does not apply to prior acquisitions.

zSeries IFL Pricing

Question:

What effect will this price have on zSeries customers?

Answer:

This demonstrates a specific zSeries price/performance advantage because the price for an IFL engine will be consistent across zSeries servers, providing greater value for IFL engines purchased on larger zSeries machines. This further demonstrates IBM's commitment to customers running new workloads on Linux.

Question:

What zSeries servers does this pricing impact?

Answer:

This IFL hardware price applies to z800, z900 and z990 servers.

Question:

When did these IFL prices become effective?

Answer:

They became effective on August 22, 2003.

Question:

Will customers that previously bought an IFL at a higher price receive any credit or refund?

Answer:

No. This change applies to purchases of z800, z900, and z990 IFL engines after August 22, 2003. It does not apply to prior acquisitions.

zSeries z/OS WLC Enhancements

Question:

What did IBM recently announce regarding z/OS Workload License Charges (WLC) pricing?

Answer:

IBM is lowering the z/OS WLC price curve below 315 MSUs by altering the Level 0, Level 1 and Level 2 z/OS WLC price points. This will provide a lower entry point for customers under WLC first installing z/OS and those customers with z/OS installed on less than 315 MSUs. These new prices became effective October 1, 2003.

Question:

What does this mean to me as customer?

Answer:

Customers who take advantage of WLC pricing with less than 315 MSUs will get the benefit of reduced z/OS prices.

Question:

What zSeries servers does this pricing action affect?

Answer:

This pricing action is available on WLC pricing on the z900 and z990. In addition, if a z800 is in a qualified WLC priced Parallel Sysplex[®] environment, the WLC pricing for this aggregated Parallel Sysplex will get this new pricing.

z800 Entry License Charges

Question:

What did IBM recently announce for the IBM @server zSeries 800 (z800)?

Answer:

IBM recently announced the details of Entry Workload License Charge (EWLC) for the z800. This pricing metric provides the capability for z800 customers running z/OS or z/OS.e to license select IBM software at less than full machine capacity. This allows customers to pay for EWLC eligible products at the utilization of the LPARs in which they run, based on a 4-hour rolling

average, providing the potential to lower software charges. For more information, refer to the Entry Workload License Charge announcement letter dated September 23, 2003 (US letter 203-233, EMEA/LA letter ZA03-0247, AP letter AA03-3103, Canada A03-1147)

Question:

What products are eligible for EWLC pricing?

Answer:

A select set of IBM products are eligible for EWLC pricing. These products include select features of the z/OS and z/OS.e operating systems, select middleware such as DB2, CICS, IMS, MQSeries, Lotus® Domino™, System Automation, OPC and Tivoli Workload Scheduler, and others. A complete list of eligible EWLC products are available at the zSeries Software Pricing Web site, ibm.com/zseries/library/swpriceinfo

Question:

Will zSeries Entry License Charge™ (zELC) remain as a zSeries pricing metric?

Answer:

Yes. zELC is planned to remain available on the z800. However, it is IBM's intention to simplify its entry level pricing structures for zSeries with EWLC which adopts the principles of Workload License Charges (WLC) that were announced for the IBM @server zSeries 900 (z900) and zSeries 990 (z990) servers and makes them available to the z800. The EWLC pricing metric with its sub-capacity reporting capabilities is the strategic direction for zSeries Monthly License Charge (MLC) software pricing.

Question:

How are non-EWLC products priced?

Answer:

Non-EWLC products continue to be priced with zELC model-based pricing

Question:

Is EWLC pricing available to all z800 customers?

Answer:

Customers may elect EWLC when z/OS and/or z/OS.e is licensed and running in z/Architecture™ (64-bit) mode on a z800 server (or equivalent) and other EWLC terms and conditions are satisfied. Customers may qualify for sub-capacity EWLC pricing if use of OS/390® (and MVS™) is stopped and the OS/390 (and MVS) license discontinued on the z800 server, among other conditions. If OS/390 is licensed on the z800 server with z/OS or z/OS.e, then full capacity EWLC may be selected. VM/ESA® and VSE/ESA™ may also be licensed and in use, however, these products are not eligible for EWLC pricing. Customers must comply with all of the other terms and conditions detailed in the z800 Software License Charges attachment (Z125-6587-04).

Question:

How can I start taking advantage of EWLC sub-capacity pricing?

Answer:

Similar to WLC pricing, in order for customers to start taking advantage of sub-capacity pricing, they need to submit to IBM a monthly report using the Sub-Capacity Reporting Tool. The details of this process are available on the Web at zSeries Software Pricing Web site, ibm.com/zSeries/swprice/scrt, and in the z800 Software License Charges attachment (Z125-6587-04 or later). In addition, according to the signed terms and conditions, customers must collect and submit Call Home Data (TSAD) to IBM on a weekly basis, and comply with all the other terms detailed in the z800 Software License Charges attachment (Z125-6587-04).

Question:

If I have z/OS.e installed, can I take advantage of sub-capacity EWLC pricing?

Answer:

Yes, z/OS.e is eligible for EWLC pricing, either full capacity or sub-capacity. In addition, non-EWLC eligible products may still take advantage of the "divide-a-box" concept.

New Application License Charge (NALC) Pricing Action

Question:

Why did IBM reduce the price point on NALC?

Answer:

IBM is encouraging customers to expand and grow their existing computing environments by providing customers a more affordable price to deploy qualified new workload applications. These new workload applications include, but are not limited to, WebSphere, Domino, PeopleSoft, Siebel, and SAP. For a full list of new workload applications, contact your IBM Representative or IBM Business Partner.

Question:

What zSeries servers does this pricing action affect?

Answer:

The price action affects the base z/OS operating system software and selected features under the existing terms and conditions of New Application License Charges and is supported on all G5, G6, z900 and z990 servers.

Question:

Does z800 qualify for the NALC software price reduction?

Answer:

No. z800 customers can take advantage of z/OS.e to run new workload applications.

Question:

What does this mean to me as a customer?

Answer:

This price action can result in up to 80% savings over current z/OS New Application License Charge pricing, providing customers with a more affordable cost of deploying new or growing existing “new workload” applications. These new prices became effective October 1, 2003.

Sub-Capacity Pricing for WebSphere**Question:**

What has IBM announced regarding sub-capacity pricing for WebSphere on z/OS?

Answer:

IBM recently announced Sub-capacity charging for select International Program License Agreement (IPLA), one-time charge (OTC) WebSphere programs that run on z/OS. Customers who qualify may elect to pay for select WebSphere programs at less than full capacity, under these new Sub-capacity charging terms.

Customers may now deploy new licenses of a select WebSphere program in a Logical Partition (LPAR) and pay for the select WebSphere program based on the capacity of the LPAR. The LPAR capacity is determined by measuring the highest observed rolling four-hour average utilization of the LPAR. Under Sub-capacity charging, customers may purchase a small amount of a select WebSphere program to run in a small LPAR to conduct a host-based proof-of-concept or add capacity to the non-WebSphere LPARs on a zSeries (or equivalent) server without needing to purchase additional capacity for the select WebSphere program.

Question:

What are the requirements to get sub-capacity pricing on WebSphere products running under z/OS?

Answer:

Sub-capacity charging for new licenses of select WebSphere programs is available to customers who have already met the conditions for and implemented sub-capacity charges for their IBM monthly license charge (MLC) programs. Sub-capacity MLC metrics include sub-capacity Workload License Charges (WLC) and sub-capacity Entry Workload Charges (EWLC).

To be eligible for sub-capacity MLC pricing, the customer must have a specified installed machine that is:

- An installed zSeries (or equivalent) server
- Licensed, installed, and running z/OS or z/OS.e in z/Architecture (64-bit) mode on an zSeries (or equivalent) server
- OS/390 or MVS may not be installed, or running, or licensed to this server.

And the customer must comply with all MLC sub-capacity terms and conditions such as submitting monthly Sub-Capacity Reporting Tool (SCRT) reports to IBM and collecting and submitting Call Home Data (TSAD) to IBM on a weekly basis. Select WebSphere program Proof of Entitlements (PoEs) acquired with full-capacity charging terms are not eligible for sub-capacity charging under the IPLA contract.

z990 Basic Configuration Change

Question:

What does this mean?

Answer:

The z990 base or minimum configuration for memory increased to 16 GB on August 22, 2003, up from the announced (May 2003) minimum of 8 GB. All memory growth off this base will remain as 8 GB increments as announced in May 2003. Thus, the smallest z990 machine will start at 16 GB of memory.

Question:

Will this change increase the cost of acquisition to customers?

Answer:

No, this change will not increase customer prices as customers who purchase a new z990 machine will receive an 8 GB credit toward the purchase of the machine.

Question:

How will this base configuration change affect customers who upgrade from z900?

Answer:

The result will be very similar to that of a new box purchase. All customers who grow incremental memory by 8 GB or more will receive an 8 GB conversion credit applied to their memory purchase. All customers who grow less than 8 GB will receive credit amounting to a zero priced memory conversion. No unused credit will be applied to future purchases and no rebates will be available.

Question:

Will customers that previously bought a z990 receive the cost of acquisition benefit associated with the base configuration change?

Answer:

No, this change applies to new z990 box and z900 to z990 MES upgrade purchases only. It does not apply to prior purchases or memory upgrades already installed in a z990 server.

Question:

When will the base configuration change on the z990 be effective?

Answer:

It became effective on orders placed after August 22, 2003.

z990 Software Pricing Change

Question:

What does the recent change in z990 MSUs mean to me as a customer?

Answer:

IBM lowered MSU values incorporated in the z990 microcode by approximately 10 percent, resulting in IBM software savings for IBM zSeries software products with MSU-based pricing. These reduced MSUs do not indicate a change in machine performance. Superior performance and technology within the z990 has allowed IBM to provide improved software prices for key IBM zSeries operating system and middleware software products.

The IBM zSeries Software pricing MSUs for the z990 as updated on August 22, 2003, can be located at the following URL:

www-1.ibm.com/servers/eserver/zseries/library/swpriceinfo/

Question:

Does the customer have to do anything to realize the lower prices on the affected IBM software?

Answer:

Depending on the current software pricing curve, the answer is yes. For customers with a currently installed z990 that are leveraging or planning to leverage WLC subcapacity pricing, specific actions will need to take place including the installation of a microcode patch on the z990. Customers should check the IBM zSeries Software Pricing web site for additional details on SCRT updates and other requirements: ibm.com/zseries/swprice

Question:

Now that the priced MSUs have changed for this IBM software on the z990, how do I determine the performance of the z990?

Answer:

The performance of the z990 has not changed. The LSPR and zPCR should continue to be used for performance and capacity planning purposes.

Question:

Will ISVs be using these new MSU values to price their software?

Answer:

ISVs determine their own pricing metrics. You should contact your ISVs directly to determine how they will price their software on a z990.

Question:

How will software be priced when in a Parallel Sysplex with z900, or if priced with WLC sub-capacity pricing, and what is the net effect?

Answer:

There will be no change to the pricing for Parallel Sysplex or a WLC sub-capacity environment. Because the internal z990 MSUs have been updated in order for IBM to implement its software pricing changes on z990 the SCRT should reflect the appropriate priced MSU values for reporting purposes.

z990 On/Off CoD for IFL Engines

Question:

When will On/Off CoD for IFL Engines on z990 become available?

Answer:

On/Off CoD for IFL Engines became available for ordering and shipping on a z990 effective October 7, 2003.

Question:

What is the price of On/Off CoD for IFL Engines for z990?

Answer:

The actual pricing will be similar to how On/Off CoD is priced for the standard CP processing units on z990. See the announcement for your country.

Question:

Can I order On/Off CoD for IFL Engines for z990 now?

Answer:

Yes

Question:

Will the z800 or z900 servers be able to take advantage of On/Off CoD?

Answer:

No. The zSeries On/Off CoD technology requires that the server be a z990.

Question:

Where can I go for more detailed information about the zSeries On/Off CoD Offering?

Answer:

Additional information about the zSeries On/Off CoD Offering may be found at URL:

ibm.com/servers/eserver/zseries/announce/z990/on_off_capacity.html

You should also consult your IBM sales or pricing representative for further information.

IBM @server zSeries 990 on demand business investment rebate promotion

Question:

What is the purpose of this IBM @server zSeries 990 on demand business investment rebate promotion?

Answer:

The objective of this promotion is to assist customers in accelerating their implementation of IBM's on demand business initiative with the z990, which is an excellent building block for an on demand environment.

Question:

When did this promotion become effective?

Answer:

It became effective on September 9, 2003 in the USA, Canada and Caribbean North Countries.

Question:

Is this a worldwide promotion?

Answer:

No, this specific promotion is available only in the USA, Canada and Caribbean North countries. However, AP and EMEA may have similar special bid offerings. You should consult your IBM sales or pricing representative in those geographies for further information.

Question:

Is this promotion retroactive to z990 sales prior to its effective date?

Answer:

No. This promotion applies to future new z990 box or z900 to z990 MES upgrades only. It does not apply to prior acquisitions.

Question:

How does a customer qualify for the IBM @server zSeries 990 on demand business investment rebate promotion?

Answer:

Customers can receive a rebate if they acquire eligible IBM services, software and/or hardware, and a qualifying new IBM @server zSeries 990 server, or model upgrade to a z990 server, or processor feature upgrade on an existing z990 server, or new IFL or ICF feature on a new or existing z990 server. The IBM invoices for the qualifying z990 purchases must be dated on or after September 9, 2003 but no later than December 31, 2003. IBM invoices for eligible IBM services, software and/or hardware purchases must have a date of on or after September 9, 2003 but no later than March 1, 2004.

Question:

What is a qualified z990 purchase?

Answer:

A qualified z990 purchase is the purchase of a new or standalone z990 server. Additionally, an MES upgrade from a z900 to a z990 server or a upgrade from a smaller to a larger z990 model qualify.

Question:

How is the rebate under this promotion calculated for customers?

Answer:

The rebate will be equal to the lesser of either the sum of the rebate amounts of the eligible services, software and/or hardware purchased, or as follows, up to a maximum of \$250,000 per z990 serial number during the promotion period.

Question:

How may a customer redeem the rebate under this promotion?

Answer:

To redeem the rebate, a customer must submit invoices and other required documentation for both the qualifying z990 hardware and the selected eligible IBM products to which the promotional rebate dollars can be applied to the IBM Redemption Center in Atlanta, GA no later than March 31, 2004.

Question:

What are the eligible products that can be acquired with the rebate?

Answer:

The eligible products that can be acquired with the rebate include selected zSeries hardware, zSeries WebSphere software products, IBM @server xSeries® blade servers, Storage products and IBM services, among others. The list of eligible products are included in the official promotional announcement.

Question:

Can a single z990 serial number qualify for more than one rebate?

Answer:

Yes, as long as the z990 was purchased new and subsequently upgraded within the promotion period, and a corresponding eligible services engagement, software license or hardware product was also acquired for each qualifying z990 transaction (new purchase or upgrade) within the promotion period, or upgraded more than once within the promotion period, and a corresponding eligible services engagement, software license or hardware product was also acquired for each qualifying z990 upgrade within the promotion period,.

Question:

How many rebates applications may a customer submit per z990 serial number?

Answer:

Although a customer may accumulate rebates up to the maximum amount allowed, the submission of the actual rebate amount can only be done one at a time.

In order to receive a rebate, the completed and signed rebate request form along with the specified documentation must be received by the IBM Redemption Center no later than March 31, 2004.

Once a rebate request form is submitted for a single qualifying z990 purchase, additional rebate requests listing additional services, software or hardware purchases without an additional new qualifying z990 purchase will not be honored. For this reason, it is recommended that rebate request forms not be submitted to IBM until all eligible services, software or hardware purchases associated with a single qualifying z990 purchase have been completed.

Question:

How long does this promotion run?

Answer:

Up through December 31, 2003.

Question:

When is the deadline to purchase an eligible, selected IBM product against which the promotional rebate dollars may be applied?

Answer:

IBM invoices for qualifying z990 purchases must be dated on or after September 9, 2003, but no later than December 31, 2003

IBM invoices for eligible IBM services, software or hardware purchases must have a date of on or after September 9, 2003, but no later than March 1, 2004.

Question:

What is the deadline for submitting the application to redeem the rebates earned under this promotion?

Answer:

To receive a rebate, the completed and signed rebate request form along with the specified documentation must be received by the IBM Redemption Center no later than March 31, 2004.

Question:

What is the difference between the March 1 and March 31, 2004 dates?

Answer:

The purchase of the eligible products and the redemption of the rebate are two separate steps. In order to qualify for the rebate customers must both purchase z990 hardware and purchase eligible IBM services, software and/or hardware. The customers must purchase the z990 hardware by December 31, 2003, and they must purchase the eligible products by March 1,

2004. The rebate redemption date refers to the deadline for applying for the rebate: March 31, 2004.

Question:

May a rebate exceed the price of the eligible selected IBM products against which the rebates may be applied?

Answer:

No. A rebate may not exceed the price of the subsequent purchase of eligible selected IBM products against which the rebates may be applied under this promotion.

The rebate will be equal to the lesser of either the sum of the rebate amounts of the eligible services, software and/or hardware purchased, or up to a maximum of \$250,000 per z990 serial number during the promotion period.

For more information on the promotion and the applicable terms and conditions, please refer to the official promotion announcement.

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