



Subject Line: Important Changes to Your IBM Software Subscription and Support Renewal

Dear Valued Customer:

SPSS Inc. is now fully integrated into IBM. We would like to confirm our continued commitment to all SPSS Subscription and Support (formerly known as maintenance renewal) customers. We look forward to delivering the same quality support that you are accustomed to from both SPSS and IBM. Below is information related to your IBM SPSS Subscription and Support renewal.

Annual & Perpetual Subscription and Support

As an SPSS customer you may have an annual or perpetual Subscription and Support contract in place today. The IBM renewal processes are very similar to those of SPSS, and many of the same renewal team members are in place to answer questions and help make your renewal experience a positive one.

Unlimited License Agreements

If you have an unlimited license agreement, you will notice a change on the new IBM [quotation](#) and invoices.

- On SPSS quotes and invoices, the *Users* field would have shown 9999, 9000, 2999 or unlimited as defined in your SPSS licensing agreement.
- On the IBM quote and invoice, the *Quantity* field will show as 1 and the new IBM SPSS part description will display the part name followed by the word “Contract,” which refers back to the SPSS contract. The unlimited license use has not been eliminated, just restated to be consistent with IBM systems.

Changes to the Start and End Dates of Your Renewal:

IBM Subscription and Support aligns the renewal dates starting on the first day of the month and ending on the last day of the month. If the end date of your annual SPSS maintenance renewal historically expired on any day other than the last day of the month, you will notice that the end date has been revised to the last day of the month consistent with IBM policy. In subsequent years, your renewal will automatically align with IBM renewal dates. This policy applies to both annual and perpetual customers.

We thank you for your continued support of SPSS and welcome you to the IBM family. IBM will support your SPSS products by leveraging IBM’s world-class technology resources to deliver innovative solutions and expanded value. We will make every effort to minimize the changes you experience. If you have any questions or concerns related to your Subscription and Support renewal, speak with your Renewal representative (their contact details are shown on IBM quotes and invoices) or send an email to glbrenew@ca.ibm.com for assistance. You may also visit [Customer Center Subscription and Support](#) for useful tips and insights about the transition to IBM Subscription and Support.

Sincerely,



Andrew Lee

Worldwide Business Unit Executive

Software Subscription and Support,

Business Analytics, IBM Software Group