

Frequently Asked Questions for Customers

As of April 19, 2006

- Q.** Why is IBM making this change? What the benefit to me?
- A.** Based on input from our customers and Business Partners, this change is being made in order to complement the current business environment. Many customers have a business relationship with multiple Resellers, each having technical expertise and adding value to different aspects of the customer's IT strategy. Maintaining an ongoing relationship with each of these Resellers will be simplified and the customer will have the flexibility to easily maintain any business relationship they desire.
- Q.** Will the current Primary Reseller associated with my Passport Advantage Site, still receive a copy of the Renewal Quote?
- A.** No. This process will replace the current renewal quote distribution methodology which directed the renewal to the Primary Reseller. Using Passport Advantage Online for resellers, each Reseller a customer does business with will be able to view the Renewal Quote line-items associated with transactions they fulfilled in the prior year. A Reseller will not be able to see any other Renewal Quote line-items sold to the customer by another Reseller. If a customer only acquires his IBM software from a single Reseller, that Reseller will see all the customer's Renewal Quote line-items.
- Q.** Will this change affect when I get my Renewal Quote?
- A.** No. There will be no change to how and when a customer receives their renewal quotations
- Q.** Can I change my Primary Reseller associated with my Passport Advantage Site, regardless who sold me my licenses?
- A.** The Primary Reseller concept no longer has a role or function in Passport Advantage. Each Reseller a customer has fulfilled a transaction through in the prior year will be able to view their respective Renewal Quote line-items via Passport Advantage Online for resellers.
- Q.** If I want a Reseller to be able to provide me with pricing for all my Renewal Quote line-items, how would they get access to that information?
- A.** If a customer would like a Reseller to be able to view all the renewal line-items on their Quote, the customer can provide them a copy of their quotation in any of the following three ways:
1. The customer can send an email to their IBM Software Maintenance Renewal Representative (as shown on the customer's Renewal Quote) requesting a specific Reseller be given full view access to their Renewal Quote. The Reseller will then be able to view all the customer's renewal line-items on Passport Advantage Online for resellers. Note: Only one Reseller at a time can be given full view access in this manner.

2. As in the past, the customer can log onto Passport Advantage Online for customers and forward a copy of their Quote to a single or multiple Resellers. There is no limit on the number of Resellers the customer can forward their quote to.
3. The customer can forward a copy of the Renewal email they received from IBM which has a pdf of their full Renewal Quote attached.

Q. Will I be able to tell who was copied on my Renewal Quote?

- A.** Yes. Each customer Renewal Quote contains 2 sections;
1. Software Maintenance Renewal Work Sheet is a summary of all the renewals a customer has at his Passport Advantage Site.
 2. Software Maintenance Detail page, contains all Renewal Quote line-items, sorted by Reseller. There is a price subtotal listed for each Reseller section. The customer can use this to reconcile renewing transactions through each Reseller.

Q. If a customer receives a Quote and wants to bid it out to several Resellers who are not listed as the Resellers of my previous transactions, can they go online and grant access to other Resellers to view their quotes?

- A.** Only the IBM Software Maintenance Renewal Representative can grant a Reseller access to view all the Renewal Quote line-items. Full view access can only be granted to a single Reseller at a time. However, the customer can either
1. Forward their Renewal reminder letter which contains their quote in pdf format to their Reseller(s) of choice, or
 2. Log onto their Passport Advantage Online for customers site and forward a copy of their Renewal Quote to the Reseller(s) of their choice.
- A copy of their Renewal Quote can be sent to one or more Resellers by using one of the above forwarding methods.

Q. A customer fulfilled transactions through Reseller ABC in the previous year. The customer has decided not to maintain a business relationship with that Reseller and does not want them to receive any information concerning their renewals. How can the customer remove them?

- A.** If a Reseller has transactions with the customer renewing this year, there is no way to block their ability to view their renewing line-items. If the customer renews one Reseller's renewal line-items through an alternate Reseller, the original Reseller will not be able to view those line-items in the following year.

Q. As a customer that acquires solutions from various vendors such as IBM, is there a way to revert to the original condition where I can still designate a single Primary Reseller?

- A.** There is no way to revert to the Primary Reseller concept which is being sunset. However, if a customer acquires from a single Reseller, that Reseller will be the only one that sees Renewal Quote line-items.

- Q.** Can I place the order for my renewal with a different Reseller than the one through whom I originally obtained the licenses and/or previous renewals?
- A.** Yes, a customer can renew with any authorized Passport Advantage Reseller
- Q.** If I bought direct from IBM, can I change to a Reseller at any time or vice versa?
- A.** Yes, IBM allows a customer to determine whether to fulfill through IBM or a Reseller which ever best fits their business model.
- Q.** Can I continue to request several Resellers to quote on my renewal?
- A.** Yes, a customer can forward a copy of their Renewal Quotation to as many Resellers as they would like.
- Q.** If I bought two products directly from IBM in December 2005, and four products from a reseller in April 2006 and an additional product in May 2006, will I receive three different quotations when my renewal comes due? If so, will this always be the case each time I buy a new product from a different Reseller?
- A.** If you are a Passport Advantage customer, you will receive a single Renewal Quotation from IBM. The Renewal Quote Detail page will segment your renewal line-items by Reseller and/or from IBM. There will be a subtotal price displayed for each segment. If you are a Passport Advantage Express customer your renewals will continue to be per transaction which could result in your receiving multiple Renewal Quotes each year.
- Q.** Will my Renewal Quote still be available via Passport Advantage Online for customers?
- A.** Yes, you will still be able to log onto to Passport Advantage Online for your site and view, reconcile, and forward a copy of your quote to one or more Resellers. A customer can also submit their Renewal order directly to IBM, as well.
- Q.** I have a quote dated April, 2006. Can I have this quote revised to reflect the associated reseller of transaction?
- A.** No, only quotes created and distributed after May 8th, 2006 are included in the process change. You may however, distribute your quote to as many partners as you would like for quotation.
- Q.** Can I make changes via Passport Advantage Online to allow one partner access to my entire quote?
- A.** No, you would need to send an email to your IBM Software Maintenance Representative (listed on your Renewal Quote) with your request.