



IBM Sametime Complete V9.0 helps accelerate critical decisions in your social business with the cutting-edge communications capabilities and more

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At a glance

IBM® Sametime® Complete V9.0 helps accelerate your social business by enabling people to interact in real time, build trust, and make faster, better informed decisions. This comprehensive edition combines the powerful features of IBM Sametime Communicate and IBM Sametime Conference into a single, end-to-end offering.

Sametime Complete's modern, streamlined user experience makes it seamless to move from a chat to a phone call to a video call. You can share content and instantly gauge reaction through high-definition, continuous presence video. You can get face to face with colleagues, customers, and partners without ever having to leave your office and be more productive for it. Moreover, not only can Sametime Complete integrate your legacy communications tools, but it can surface them into the IBM social business platform, IBM Industry Solutions, business processes, or other third-party applications.

Sametime Communicate includes:

- Industry-leading instant messaging, on-line meetings, and web conferencing.
- A software multipoint control unit (MCU) featuring continuous presence video conferencing and dial-out.
- SIP-based softphone (formerly requiring a Sametime Unified Telephony Lite Client license).
- Bandwidth management of Sametime endpoints to help protect your network and mission critical applications.
- An all new, streamlined user experience.
- Ability to collaborate with applicable external parties without additional licenses (formerly requiring an IBM Sametime Extranet license).

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

Overview

IBM Sametime Complete V9.0 is one of three next generation Sametime offerings that build on our 15 year history in the market. This new offering unifies all

of Sametime's individual and group communications tools into one, simple, comprehensive package. This includes:

- Rich presence awareness - Know who is available to help right now.
- Instant and offline messaging - Engage colleagues, partners, or customers who are otherwise unavailable in an unobtrusive way.
- Skill tap, instant polls, community announcements - Tap the wisdom of your organization in real time.
- File transfers and annotated screen captures - Easily share what you are working on with others.
- Persistent group chat - Ensures that everyone gets information at the same time and stores historical conversations on the server.
- Federation with third-party instant messaging services - Engage your customers and partners.
- SIP-based softphone - Provides standards based telephony integration and lets Sametime make calls through the Public Switched Telephony network when configured with a third-party telephony solution.
- Bandwidth management of Sametime endpoints - Helps protect your network and mission critical applications.
- Persistent on-line meetings - Be more focused. Users can own multiple meeting rooms and devote them to specific projects or topics. Meeting room content remains available unless explicitly cleared so teams can work together over time.
- Zero download browser and rich clients - Quickly get to the work. Join a meeting room and view content without having to install additional applications. (Screen sharing or audio video will auto-install a small browser plugin.)
- Third-party plugins and open, standards-based APIs - Easily integrate third party telephony, voice, video and other services into Sametime .
- Standard integration with IBM Notes® , IBM Connections, IBM Websphere Portal, IBM Industry Solutions and common productivity applications like Microsoft™ Office, Microsoft SharePoint, and Microsoft Outlook.

Sametime Complete also incorporates new capabilities that make it easier and more cost effective to engage your colleagues, partners, and customers.

- Video based on the latest H.264 SVC codec - Layering technology means video can be economically delivered to a range of devices.
- Software multipoint control unit (MCU) - Intelligently routes requested SVC layers to clients without expensive, hardware intensive transcoding.
- An all new, streamlined user experience - Access the tools you need in fewer clicks, with less clutter.
- Use of Sametime Complete to collaborate with customers or business partners without additional license fees.

For information on mobile and IBM Connections integration, refer to the [Statement of direction](#) section.

Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections for details.

Planned availability date

September 20, 2013: Electronic availability

October 18, 2013: Media availability

Refer to the [Availability of national languages](#) section for national language availability.

Description

IBM Sametime Complete V9.0 is a robust communications offering designed to accelerate your social business by driving faster decisions, with more complete information powered by the people who know in your organization. Unlock the value in your under-utilized communications systems by integrating them into a simple to use system that users will enjoy. Access all of these services from within the applications and business processes that you use every day.

IBM Sametime Communicate V9.0 includes:

Rich presence

- On-line presence with availability status (Available, Away, In a Meeting, Do Not Disturb)
- User editable status message
- Automated geographic location awareness
- Telephony (On hook, Off hook) status
- Alerts when users are available
- Privacy lists and select do-not-disturb
- Automatic status updates based on device inactivity or calendar

Instant messaging

- Business card display with key contact information (for example, photo, phone number, and email)
- Type ahead contact search and initiate chats with users not in your contact list
- Primary, frequent recent contact and organizational tree views
- Secure one-to-one and group text chats
- Send announcements to selected contacts or user created groups
- Rich text formatting with customizable emoticons
- Capture your screen, annotate it, and send it in-line
- Transfer files to users or groups of users
- Offline messaging
- Spell check, time and date stamps, chat transcripts
- Anonymous access for external participants
- Rich, zero-download browser clients

Community collaboration

- Skill tap so you can ask questions of IBM Connections Communities (or other communities of users) in real time and get immediate responses.
- Instant polls so you can issue polls to IBM Connections Communities (or other communities of users) to get real-time feedback on ideas or decisions.
- Broadcast announcements so you can send announcements to IBM Connections Communities (or other communities of users).
- Instant screen share so you can share an application, your entire screen, or just a portion of your screen right from a chat window. You can remotely control another users machine without need of a meeting room.

Persistent group chat rooms

- Chat rooms can be devoted to different topics or uses.
- Chat history is automatically stored on the server.
- Users automatically see the entire history when they join a room.
- Files can be stored and shared.

- Notifications are triggered by keyword use or number of active participants.
- Browser or rich client access.

On-line meetings

- Reservationless, highly available, persistent meeting rooms
- Access the Sametime Connect client from your browser
- Assign and enter meeting rooms from IBM Notes and Microsoft Outlook invitations
- Manage access to any meeting room through passwords, hidden rooms, or choose to prevent entry without a room manager or owner present
- Allow anonymous or guest access when necessary
- Present uploaded content, share your entire screen or just specific applications
- High quality conversion, presentation, and annotation of PDF, ODF, Microsoft Office, and other common file types
- Store uploaded content in each meeting room's private library
- Remotely control other meeting participants desktops
- Get interactive with highlighter and pointer or raise your hand to attract attention
- Create polls, capture minutes, action items, group chat, and poll results in detailed meeting reports
- Designate room managers who can open meeting rooms and the voice and video call on behalf of room owners

Voice and video

- Cutting-edge continuous presence, high-definition video conferencing showing up to six people simultaneously
- A scalable software multipoint control unit (MCU) that can be clustered or geographically distributed
- Gracefully step down quality and frame rate as necessary, dropping back to an audio-only call when necessary
- A video manager that balances the load across the MCUs based on policy and demand
- SIP-based softphone to join telepresence and room-based video conferencing sessions when configured with applicable third party infrastructure
- NAT traversal to extend audio and video across firewalls without VPNs
- Bandwidth management of Sametime endpoints to protect the network from the demands of rich communications
- Server-side recording of audio and presented content
- Dial out (when linked to a third-party PSTN Gateway)
- Backward compatibility with previous generation standards-based endpoints
- Open, standards-based plugin model to turn IBM Sametime Complete into a fully functional client of third-party telepresence and room based video conferencing systems

Telephony

- SIP-based softphone that integrates with many third-party telephony systems from major vendors
- Open, standards-based plugin model that allows third-party developers to integrate their own custom telephony voicemail and audio conferencing capabilities with Sametime Complete

Integration

- Standard integration with IBM Notes , IBM WebSphere® Portal, IBM Connections, IBM Industry Solutions, Microsoft Office, Microsoft Outlook, Microsoft SharePoint and Microsoft Active Directory

- Telephony conferencing service provider interface to extend the native rich communications capabilities
- Web 2.0 APIs for browser applications
- Customizable and extendable rich client using the eclipse open source environment
- Web client customization through style sheets

Administration

- Updated browser support for Apple Safari, Google Chrome, Microsoft Internet Explorer, and Mozilla Firefox on all their supported platforms.
- Updated workstation support for Mac OS 10.7 and 10.8, SLED 11, Ubuntu 12.10, and Microsoft Windows™ 7 and 8.
- Updated server support for AIX® 7.1, RHEL 6.3 and 6.4, SLES 11 SP2, and Microsoft Windows 2012 Server.
- Support for the KVM virtualization platform.
- New multitenancy support that allows administrators to host multiple organizations on a single Sametime Community Server instance. Administrators can define policies to allow specific organizations to communicate with other hosted organizations.
- Improved administrative capabilities for persistent chat rooms include settings to control user-level notifications, tool tips, screen sharing, and folder creation and management.
- Single-point administration of the new media infrastructure including guided activities for installing the servers, provisioning users and policy management through the Sametime Systems Console.
- Administrators can deploy the new media infrastructure with redundancy for fault tolerance and scalability. The new Video Manager allows farm-based node deployment with front-end load balancers. This allows multiple video manager instances to govern multiple MCU instances for a highly scalable and resilient infrastructure.
- The new IBM Sametime Conference V9.0 media servers provide built-in interoperability with hardware endpoints. Users can integrate their existing SIP-based video devices as Sametime endpoints by following a few simple steps and be up and running in no time.
- The new IBM Serviceability Tool for Sametime allows administrators to validate installation and deployment plans. It provides monitoring tools to help troubleshoot problems and share information with IBM support.

For information on mobile and IBM Connections integration, refer to the [Statement of direction](#) section

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

IBM Sametime Complete V9.0 is ideal for most social business use cases including one-to-one communication using text, voice, video interactions and light telephony integration as well as group communications such as meetings and multi-party audio and video. Customers who need telephony integration into a heterogeneous telephony infrastructure and want advanced call routing features should also consider IBM Sametime Unified Telephony V9.0. The following table summarizes key functionality available in IBM Sametime Complete V9.0 versus IBM Sametime Communicate V9.0 and IBM Sametime Conference V9.0.

COMM = IBM Sametime Communicate

CONF = IBM Sametime Conference

COMP = IBM Sametime Complete

	COMM	CONF	COMP
Rich presence	X	-	X
-Automated geographic awareness	X	-	X
-User alerts and privacy Lists	X	-	X
Instant messaging	X	-	X
-Offline messaging	X	-	X
-File transfer & screen capture	X	-	X
-Federation with third party services	X	-	X
-Skill tap	X	-	X
-Instant polls	X	-	X
-Community announcements	X	-	X
-Continuous presence video calls	X	-	X
-Instantly share your screen, a region of your screen or an application; remote control	-	-	X
Persistent group chat	X	-	X
Audio, video and telephony	X	-	X
-One-to-one voice	X	-	X
-One-to-one video	X	-	X
-SIP soft phone (voice or video)	X	-	X
Clients	X	-	X
-Zero-download, browser client	X	X	X
-Eclipse-based rich client	X	-	X
Integration	X	X	X
-Third-party plugins and APIs	X	X	X
External collaboration included in license	X	X	X
Meetings	-	X	X
-Reservation-less-persistent rooms	-	X	X
-Own multiple rooms for different topics or projects	-	X	X
-Present files,	-	X	X

Screen share, app share, remote control			
-Issue polls, capture minutes and action items	-	X	X
-Annotation tools and recordings	-	X	X
-Auto-generate activity reports	-	X	X
-Use the rich client	-	-	X
-Scheduled meetings view	-	-	X
-Drag and drop to- invite participants	-	-	X
Continuous presence video	-	X	X
-Software MCU (VMCU)	-	X	X
-Intelligent Video Manager (VMGR)	-	X	X
-Geographic distribution and clustering	-	X	X
-H.264 SVC codecs	-	X	X
Bandwidth management	X	X	X

Program charges: IBM Sametime Complete V9.0 is available under a per Authorized User (AU) charge metric. Under the AU charge metric, Authorized Users may use their entitlement to communicate with External Users without requiring a separate entitlement for those External Users. For example, an AU can distribute IBM Sametime Connect Clients to External Users for the sole purpose of accessing the AUs servers. An External User is a unique person, not employed in, paid by, or acting on behalf of licensee's enterprise, who is given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means by an AU entitled to use the program to communicate only with those same entitled users.

Statement of direction

IBM's intent is to bring mobile parity with the capabilities that are available on the desktop client and browser, where appropriate.

In addition, it is IBM's intent to make Connections Integration Widgets that would improve integration with IBM Connections available for download from the IBM Solutions Catalogue.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

Availability of national languages

Product description	Language	GA date
IBM Sametime Complete v9.0.0	Multilingual (Portuguese, French, Danish, Catalan, Kazakh, Russian, Hebrew, Arabic, Thai, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Romanian, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	October 18, 2013

Program number

Program number	VRM	Program name
5725-M36	9.0.0	IBM Sametime Complete

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogues, schedules, and enrollments.

IBM Software Services for Education provides education to support many IBM offerings. For a complete list of offerings visit the website at

<http://www.ibm.com/software/lotus/training>

Offering Information

Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® website

Publications

No publications are shipped with this product.

The IBM Publications Centre

<http://www.ibm.com/shop/publications/order>

The Publications Centre is a worldwide central repository for IBM product publications and marketing material with a catalogue of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available on-line in various file formats, and they can all be downloaded by all countries.

Technical information

Specified operating environment

Hardware requirements

Visit

<http://www-01.ibm.com/support/docview.wss?rs=477&uid=swg27007792>

Software requirements

Visit

<http://www-01.ibm.com/support/docview.wss?rs=477&uid=swg27007792>

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and technical support are provided by the Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

IBM Sametime Complete V9.0 will be distributed via a media package and electronic software distribution (ESD).

The License Information form number for IBM Sametime Complete V9.0 is L-MCOS-96LPYH.

Security, auditability, and control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available via Passport Advantage . It is not available as shrinkwrap.

Product information

Licensed function title	Product group	Product category
IBM Sametime Complete	Sametime	Sametime

Orders may be placed by calling ibm.com®, Americas at **1-800-IBM-CALL (426-2255)**.

Program name	PID number	Charge unit description
IBM Sametime Complete	5725-M36	Per Authorized User for System Z
IBM Sametime Complete	5725-M36	PA Per Authorized User

Charge metrics definitions

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Passport Advantage program licenses

IBM Sametime Complete

Part description	Part number
IBM Sametime Complete	
IBM Sametime Complete Authorized User Annual SW S&S Rnw1	E0IDZLL
IBM Sametime Complete Authorized User Lic + SW S&S 12 Mo	D11HYLL
IBM Sametime Complete Authorized User SW S&S Reinstate 12 Mo	D11HZLL

Passport Advantage trade-up licenses

IBM Sametime Complete

Precursor product	Trade-up product	Trade-up part number
IBM Sametime Complete IBM Sametime Communicate	IBM Sametime Complete AuthUsr fr Sametime Comm Trade Up Lic + SW S&S 12 Mo	D11I4LL
IBM Sametime Conference	IBM Sametime Complete AuthUsr fr Sametime Conf Trade Up Lic + SW S&S 12 Mo	D11I5LL

Passport Advantage supply

Program name/description	Part number
IBM Sametime Complete V9.0.0 IBM Sametime Complete V9.0 Multiplatform Multilingual Media Pack	AH191ML

Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

IBM Sametime Complete V9.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Sametime Complete Authorized User	IBM Sametime Complete V9.0 Multiplatform Multilingual Media Pack	AH191ML
IBM Sametime Complete Authorized User for zEnterprise® BladeCenter® Extension	IBM Sametime Complete V9.0 Multiplatform Multilingual Media Pack	AH191ML

Cross-platform products

Cross-platform products for use on System z®

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

IBM Sametime Complete

Part description	Part number
IBM Sametime Complete IBM Sametime Complete Auth Usr for zEntrprs BladeCenter Annual SW S&S Rnw1	E0IE2LL
IBM Sametime Complete Auth Usr for zEntrprs BladeCenter Ext Lic+SW S&S 12Mo	D11I6LL
IBM Sametime Complete Auth Usr for zEntrprs BladeCenter SW S&S Reinst 12 Mo	D11I7LL

Cross-platform product for use on System z IFL engines or zEnterprise BladeCenter Extension

Order the part numbers that follow when the product is intended to run on the zEnterprise BladeCenter Extension and/or Linux™ operating system on System z IFL engines. If the product is not intended to run in these environments, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

Trade-up licenses for cross-platform products

IBM Sametime Complete

Precursor product	Trade-up product	Part number
IBM Sametime Complete IBM Sametime Communicate	IBM Sametime Complete AuthUsr fr Sametime Comm z Trade Up Lic + SW S&S 12	D11I8LL
IBM Sametime Conference	IBM Sametime Complete AuthUsr fr Sametime Conf z Trade Up Lic + SW S&S 12	D11I9LL

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage , where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

License Information form number

Program name	Program number	Form number
IBM Sametime Complete	5725-M36	L-MCOS-96LPYH

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation

of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

<http://www.ibm.com/support/handbook>

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program product version or release will be available for a minimum of three years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

For clarification, note that if for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

International Passport Agreement

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Software Subscription and Support applies

Yes. Software Subscription and Support is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support centre. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/support/handbook>

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

Other terms

System i® Software Maintenance applies

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

Prices

Prices are subject to change without notice.

GST, QST, and sales taxes, where applicable, are extra.

For additional information and current prices, contact your local IBM representative.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus, Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM , you may link to Passport Advantage On-line for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

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To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
For IBM representative: askibm@ca.ibm.com
For IBM Business Partner: pwcs@us.ibm.com
Mail: IBM Teleweb Customer Support
ibm.com Sales Execution Centre, Americas North
3500 Steeles Ave. East, Tower 3/4
Markham, Ontario
Canada
L3R 2Z1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogues of IBM products.

Note: Shipments will begin after the planned availability date.

Trade-marks

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<http://www.ibm.com/legal/us/en/>

For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

<http://www.ibm.com/planetwide/ca/>

Corrections

(Corrected on October 7, 2013)

Updated information in the Product positioning table