



IBM Software Support Services - service extension for IBM i V6R1

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At a glance

Maintaining your IBM[®] i operating system environment can be complicated, and, without technical support from product specialists, may involve risk of business disruption.

IBM Software Support Services - service extension for IBM i V6R1 provides support for usage questions, problem determination assistance, and support for new fixes. With this service, IBM product specialists can help you simplify management of your IBM i 6.1 operating system as well as resolve issues more quickly and efficiently when they do happen, thereby minimizing risk of business disruption.

Overview

With IBM Software Support Services - service extension for IBM i V6R1, you can simplify management of your IBM i 6.1 operating system environment while allowing additional time to upgrade or plan your next steps. This service is available for up to three years following End of Service (EOS). Key features include:

- Usage support. IBM support is available during normal business hours for assistance with questions about using IBM i 6.1, problem determination, and assistance identifying and obtaining existing fixes for problems with IBM i 6.1.
- New fixes. You get fixes for new problems.
- Sub-capacity pricing. On systems that utilize per-processor pricing, the service extension is priced per core per server tier consistent with the Software Maintenance for IBM i pricing methodology. This will allow you to purchase support for only the number of processors that are running IBM i 6.1.

Key prerequisites

- IBM i 6.1
- Software Maintenance (SWMA) for IBM i

Planned availability date

April 14, 2015

Description

IBM Software Support Services - service extension for IBM i V6R1 allows you to continue to use your IBM i version in production with full IBM support (new/known defect and how to/usage support).

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[BP Attachment for Announcement Letter 615-016](#)

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Prices

For pricing information, contact your IBM representative or IBM Business Partner.

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