



# IBM Software Support Services - service extension offers defect support for IBM z/OS V1.11 and V1.12 beyond the z/OS end-of-service date

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## At a glance

IBM<sup>®</sup> Software Support Services - service extension for z/OS<sup>®</sup> is a fee-based corrective service (a fix, bypass, or restriction to a problem) for users who have not completed their migration to a newer z/OS release.

Beginning with z/OS V1.12, IBM Software Support Services replaces the IBM Lifecycle Extension for z/OS offering with a service extension for extended support coverage.

Service extension support for z/OS V1.12 is provided for up to three years, beginning October 1, 2014 and available through September 30, 2017. Additionally, service extension support for z/OS V1.11 is provided for up to two years, beginning October 1, 2014 and available through September 30, 2016.

Service extension support for both V1.11 and V1.12 requires a minimum three-month purchase and offers flexibility in support of your individual migration plans, either for single machines or for machines configured within a Parallel Sysplex<sup>®</sup>. When purchased, the service extension must be ordered for all machines running z/OS V1.11 or V1.12 at a given physical location, either for individual IBM z/Architecture<sup>®</sup> machines or for one or more IBM z/Architecture machines within a qualified Parallel Sysplex.

Going forward, when support for a z/OS release is withdrawn, IBM Software Support Services intends to provide service extension support for the given z/OS release for up to three years. The intention is to provide an accommodation where additional time is needed to migrate to a newer z/OS release within the service support period. This does not alter the z/OS coexistence, migration, fallback, or service policy.

For ordering, contact your IBM representative, or visit the following website

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

## Overview

To address our customers' requirements for continued defect support of z/OS V1.11 and V1.12, IBM is announcing service extensions for these operating systems. IBM Software Support Services - service extension for z/OS offers fee-based corrective service to users who have not completed their migration to a newer z/OS release.

IBM Software Support Services - service extension provides corrective service (a fix, bypass, or restriction to a problem) for your z/OS V1.11 and V1.12 operating systems. We offer the flexibility to customize services for your z/OS environment to support your unique requirements. The IBM Support Center can help your staff more

effectively configure, implement, and support your z/OS environment beyond the end-of-service date.

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## Key prerequisites

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IBM z/OS V1.11 or V1.12

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## Planned availability date

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June 24, 2014

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## Accessibility by people with disabilities

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A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## Prices

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For pricing information, contact your IBM representative.

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## AP distribution

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Country/Region	Availability date	Notes
AP IOT		
ASEAN	June 24, 2014	Brunei Darussalam, Indonesia, Malaysia, Philippines, Singapore, Thailand, and Vietnam
India/South Asia	June 24, 2014	India and Sri Lanka
Australia	June 24, 2014	
Hong Kong	June 24, 2014	
Macao	June 24, 2014	
New Zealand	June 24, 2014	
People's Republic of China	June 24, 2014	
South Korea	June 24, 2014	
Taiwan	June 24, 2014	

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