



IBM ServicePac offers committed service warranty and maintenance upgrades for IBM System x

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Overview

This range of IBM® ServicePac® products delivers hardware maintenance or maintenance upgrade coverage in an electronic format.

ServicePac offerings are available through the same IBM Business Partners who sell the related IBM hardware. With this ServicePac offer, you get an off-the-shelf upgrade solution at the same time that you purchase the IBM machine. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types.

To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at

<https://www-304.ibm.com/sales/gss/download/spst/servicepac>

You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. To be eligible for service, you must purchase a ServicePac within 30 days of the purchase of the machine type to which it applies. You must also register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

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

Planned availability date

September 4, 2012

Description

System x ServicePac Committed Service

The following ServicePac part numbers and their associated machine types are included in this announcement.

The following six-hour Committed Service offerings are available in:

- Germany
- Austria
- Turkey
- Pakistan

ServicePac part number	ID	ServicePac description	Eligible machine type
41w9355	PC501	3yr 24x7 IOR 6hr CS	4194 4368 4252 7328
41w9356	PC502	3yr 24x7 IOR 6hr CS	4362 7973 7975 7984 7940 4192 7870 7871
41w9357	PC503	3yr 24x7 IOR 6hr CS	7985
41w9358	PC504	3yr 24x7 IOR 6hr CS	4363 7974 7976 7978 7941 4193 7995 7971
41w9359	PC505	3yr 24x7 IOR 6hr CS	7977 7979 7972 7901 7946 7944 7872 7376 7377 7873
41w9360	PC506	3yr 24x7 IOR 6hr CS	8866 7902 7947 7837 7379 7945 8737
41w9361	PC507	3yr 24x7 IOR 6hr CS	8863 8864 7948 8865 8877 7943 7836
41w9362	PC508	3yr 24x7 IOR 6hr CS	7233
41w9363	PC509	3yr 24x7 IOR 6hr CS	7163 8872 8874 8878 8879 7141 7164 7143
41w9364	PC510	3yr 24x7 IOR 6hr CS	4347 4364 2582
41w9365	PC511	3yr 24x7 IOR 6hr CS	4365 2583

51J9365	PC830	3yr 24x7 IOR 6hr CS	4367 4190 4251 7327 4253 (Turkey only)
40Y5874	PC922	3yr 24x7 IOR 6hr CS	8852 7839 7380
40Y5875	PC923	3yr 24x7 IOR 6hr CS	3020
40Y5876	PC924	3yr 24x7 IOR 6hr CS	8028 8853
65Y5210	PC1086	3yr 24x7 IOR 6hr CS	8886 8721
84Y2636	PC1180	3yr 24x7 IOR 6hr CS	7145
91Y3105	PC1182	3yr 24x7 IOR 6hr CS	7148 7147
00A4767	PC1630	3yr 24x7 IOR 6hr CS	7915
00A4768	PC1631	3yr 24x7 IOR 6hr CS	7383 8731
00A4769	PC1632	3yr 24x7 IOR 6hr CS	7875
46Y2337	PC1718	3yr 24x7 IOR 6hr CS	7914
46Y0718	PC1733	3yr 24x7 IOR 6hr CS	7158
46Y0719	PC1734	3yr 24x7 IOR 6hr CS	7160
46Y0720	PC1735	3yr 24x7 IOR 6hr CS	8722
46Y0721	PC1736	3yr 24x7 IOR 6hr CS	7906 8038
46Y1897	PC1827	3yr 24x7 IOR 6hr CS	7382
46Y1898	PC1828	3yr 24x7 IOR 6hr CS	7917

The following six-hour Committed Service offerings apply to the United Kingdom only:

ServicePac part number	ID	ServicePac description	Eligible machine type
51J9454	PC865	3yr 24x7 IOR 6hr CS	4194 2583
51J9455	PC866	3yr 24x7 IOR 6hr CS	4362 4367 4190 4193 4251 7327
51J9456	PC867	3yr 24x7 IOR 6hr CS	8872 8874 7163 7839 7380 7164
51J9457	PC868	3yr 24x7 IOR 6hr CS	7976 7978

51J9458	PC869	3yr 24x7 IOR 6hr CS	7973 7975
51J9459	PC870	3yr 24x7 IOR 6hr CS	4363 4368 7995 7971 4252 7328
51J9460	PC871	3yr 24x7 IOR 6hr CS	7974 2582
51J9461	PC872	3yr 24x7 IOR 6hr CS	7979 7972
51J9462	PC873	3yr 24x7 IOR 6hr CS	4192
46V4646	PC898	3yr 24x7 IOR 6hr CS	7943 7948 3020 7917
40Y5883	PC931	3yr 24x7 IOR 6hr CS	8852 7836 7148 7147
40Y5884	PC932	3yr 24x7 IOR 6hr CS	8028 8853
54Y4500	PC934	3yr 24x7 IOR 6hr CS	7901 7946 7944 7872 7376 7377 7873
54Y4501	PC935	3yr 24x7 IOR 6hr CS	7902 7947 7870 7871 7945
54Y4681	PC1000	3yr 24x7 IOR 6hr CS	7233 7145
65Y5212	PC1088	3yr 24x7 IOR 6hr CS	7837 7379
65Y5213	PC1089	3yr 24x7 IOR 6hr CS	8886 7143
00A4778	PC1641	3yr 24x7 IOR 6hr CS	7383 8731
00A4779	PC1642	3yr 24x7 IOR 6hr CS	7875 7382
00X8417	PC1665	3yr 24x7 IOR 6hr CS	8721
00X8418	PC1666	3yr 24x7 IOR 6hr CS	8737
46Y2339	PC1720	3yr 24x7 IOR 6hr CS	7914
46Y2340	PC1721	3yr 24x7 IOR 6hr CS	7915
46Y0734	PC1749	3yr 24x7 IOR 6hr CS	7158
46Y0735	PC1750	3yr 24x7 IOR 6hr CS	7160
46Y0736	PC1751	3yr 24x7 IOR 6hr CS	8722

46Y0737 PC1752 3yr 24x7 IOR 6hr CS 7906
8038

The following six-hour Committed Service offerings apply to the South Africa:

ServicePac part number	ID	ServicePac description	Eligible machine type
51J9365	PC830	3yr 24x7 IOR 6hr CS	4190 4367 4251 7327
41W9356	PC502	3yr 24x7 IOR 6hr CS	4192 4362 7940 7973 7975 7984 7870
41W9358	PC504	3yr 24x7 IOR 6hr CS	4193 4363 7941 7974 7976 7978
41W9355	PC501	3yr 24x7 IOR 6hr CS	4194 4368 4252 7328
41W9364	PC510	3yr 24x7 IOR 6hr CS	4347 4364 2582
41W9365	PC511	3yr 24x7 IOR 6hr CS	4365 2583
41W9363	PC509	3yr 24x7 IOR 6hr CS	7141 7163 7164 7143
41W9361	PC507	3yr 24x7 IOR 6hr CS	7943 7948 7836
41W9359	PC505	3yr 24x7 IOR 6hr CS	7977 7979 7946 7944 7376 7377
41W9360	PC506	3yr 24x7 IOR 6hr CS	7947 7837 7945 7379
41W9357	PC503	3yr 24x7 IOR 6hr CS	7985
41W9362	PC508	3yr 24x7 IOR 6hr CS	7233
40Y5874	PC922	3yr 24x7 IOR 6hr CS	7839
84Y2636	PC1180	3yr 24x7 IOR 6hr CS	7145

91Y3105	PC1182	3yr 24x7 IOR 6hr CS	7148 7147
00A4767	PC1630	3yr 24x7 IOR 6hr CS	7915
00A4768	PC1631	3yr 24x7 IOR 6hr CS	7383
46Y2337	PC1718	3yr 24x7 IOR 6hr CS	7914
46Y0718	PC1733	3yr 24x7 IOR 6hr CS	7158
46Y0719	PC1734	3yr 24x7 IOR 6hr CS	7160
46Y0720	PC1735	3yr 24x7 IOR 6hr CS	8722
46Y1897	PC1827	3yr 24x7 IOR 6hr CS	7382

The following six-hour Committed Service offerings apply to Italy only:

ServicePac part number ID	ServicePac description	Eligible machine type
68Y5023	PC1090	3yr 24x7 IOR 6hr CS 4365
68Y5024	PC1091	3yr 24x7 IOR 6hr CS 4194 4252
68Y5025	PC1092	3yr 24x7 IOR 6hr CS 4368 4363 7974 7328 2582
68Y5026	PC1093	3yr 24x7 IOR 6hr CS 7978 4347 4364 7941 7976
68Y5027	PC1094	3yr 24x7 IOR 6hr CS 4190 4193 4367 4251 7327
68Y5028	PC1095	3yr 24x7 IOR 6hr CS 7940 7973 7975 4362
68Y5029	PC1096	3yr 24x7 IOR 6hr CS 7985 7979 7376 7377
68Y5030	PC1097	3yr 24x7 IOR 6hr CS 7946 7984 7977 4192 7947 7837 7379 7944 7945 7382

68Y5031	PC1098	3yr 24x7 IOR 6hr CS	7943 8877 8865 8866 7836 7383
68Y5032	PC1099	3yr 24x7 IOR 6hr CS	8864 8863 7141 8878 8879 8874 8872 7948 7163 7839 7380 7164
68Y5033	PC1100	3yr 24x7 IOR 6hr CS	7233
84Y2634	PC1178	3yr 24x7 IOR 6hr CS	7145 7143
91Y3104	PC1181	3yr 24x7 IOR 6hr CS	7148 7147
91Y7383	PC1469	3yr 24x7 IOR 6hr CS	2583
46Y2332	PC1713	3yr 24x7 IOR 6hr CS	7914
46Y2333	PC1714	3yr 24x7 IOR 6hr CS	7915
46Y0710	PC1725	3yr 24x7 IOR 6hr CS	7158
46Y0711	PC1726	3yr 24x7 IOR 6hr CS	7160
46Y0712	PC1727	3yr 24x7 IOR 6hr CS	8722

The following six-hour Committed Service offerings apply to Belgium, Netherlands, and Luxembourg only:

ServicePac part number ID	ServicePac description	Eligible machine type
68Y5145	PC1115	3yr 24x7 IOR 6hr CS 8866 8865 8877 7383
68Y5146	PC1116	3yr 24x7 IOR 6hr CS 4194 4368 4252 7328 2582
68Y5147	PC1117	3yr 24x7 IOR 6hr CS 4363 7985 7941 4365
68Y5148	PC1118	3yr 24x7 IOR 6hr CS 7976 4367 4190 4193 7978 4251 7327

68Y5149	PC1119	3yr 24x7 IOR 6hr CS	4362
68Y5150	PC1120	3yr 24x7 IOR 6hr CS	7977 7946 7940 7975 7979 7944 7376 7377
68Y5151	PC1121	3yr 24x7 IOR 6hr CS	7984 7947 4192 7837 7379 7945 7382
68Y5152	PC1122	3yr 24x7 IOR 6hr CS	8864 7948 7836 7148 7147
68Y5153	PC1123	3yr 24x7 IOR 6hr CS	8879 8878 7943 8872 8874 7839 7380
68Y5154	PC1124	3yr 24x7 IOR 6hr CS	7141 7163 7164
68Y5155	PC1125	3yr 24x7 IOR 6hr CS	7233
84Y2635	PC1179	3yr 24x7 IOR 6hr CS	7145 7143
91Y7382	PC1468	3yr 24x7 IOR 6hr CS	2583
00A4763	PC1626	3yr 24x7 IOR 6hr CS	7915
46Y2331	PC1712	3yr 24x7 IOR 6hr CS	7914
46Y0707	PC1722	3yr 24x7 IOR 6hr CS	7158
46Y0708	PC1723	3yr 24x7 IOR 6hr CS	7160
46Y0709	PC1724	3yr 24x7 IOR 6hr CS	8722

The following 24-hour Committed Service offerings apply to:

- Germany
- Austria
- Switzerland
- Belgium
- Netherlands
- Luxembourg

ServicePac part number ID	ServicePac description	Eligible machine type
41W9366 PC512	3yr 24x7 IOR 24hr CS	N/A

41w9367	PC513	3yr 24x7 IOR 24hr CS	4362 7973 7975 7984 4192 4367 7837 7327 7379 7376 7377
41w9368	PC514	3yr 24x7 IOR 24hr CS	7985 7941 4368 8853 ¹ 7995 ¹ 7328
41w9369	PC515	3yr 24x7 IOR 24hr CS	4363 7974 7976 7978 4194 4193 4252
41w9370	PC516	3yr 24x7 IOR 24hr CS	7977 7979 7971 ¹ 2582
41w9371	PC517	3yr 24x7 IOR 24hr CS	8866
41w9372	PC518	3yr 24x7 IOR 24hr CS	8863 8864 8865 8877
41w9373	PC519	3yr 24x7 IOR 24hr CS	8879 8852 ¹
41w9374	PC520	3yr 24x7 IOR 24hr CS	1726 8872 7948 8874 8878
41w9375	PC521	3yr 24x7 IOR 24hr CS	4347 4364 8028 ¹
41w9376	PC522	3yr 24x7 IOR 24hr CS	4365
44T5920	PC781	3yr 24x7 IOR 24hr CS	7163 7233 7145 7164 7143
51J9366	PC831	3yr 24x7 IOR 24hr CS	4190 7901 ¹ 7946 7870 ¹ 4251 7871 ¹ 7944 7872 ¹ 7873 ¹

51J9367	PC832	3yr 24x7 IOR 24hr CS	7940 7943 3020 ¹
51J9368	PC833	3yr 24x7 IOR 24hr CS	7141 8886 ¹
40Y5877	PC925	3yr 24x7 IOR 24hr CS	7836 7839 7380 7148 7147
40Y5878	PC926	3yr 24x7 IOR 24hr CS	7972 ¹ 7947 7945
54Y4502	PC936	3yr 24x7 IOR 24hr CS	7902 ¹
91Y7386	PC1472	3yr 24x7 IOR 24hr CS	2583
00A4770	PC1633	3yr 24x7 IOR 24hr CS	7915
00A4771	PC1634	3yr 24x7 IOR 24hr CS	7383 8731 ¹
00A4772	PC1635	3yr 24x7 IOR 24hr CS	7875 ¹
00X8412	PC1660	3yr 24x7 IOR 24hr CS	8721 ¹
00X8561	PC1667	3yr 24x7 IOR 24hr CS	8737 ¹
46Y2338	PC1719	3yr 24x7 IOR 24hr CS	7914
46Y0722	PC1737	3yr 24x7 IOR 24hr CS	7158
46Y0723	PC1738	3yr 24x7 IOR 24hr CS	7160
46Y0724	PC1739	3yr 24x7 IOR 24hr CS	8722
46Y0725	PC1740	3yr 24x7 IOR 24hr CS	7906 ¹ 8038 ¹
46Y1902	PC1832	3yr 24x7 IOR 24hr CS	7382
46Y1903	PC1833	3yr 24x7 IOR 24hr CS	7917

¹ only available in Austria, Germany, and Switzerland

The following 24-hour Committed Service offerings apply to:

- Czech Republic
- Poland
- Hungary
- Slovenia
- Slovakia
- Turkey
- Russia
- Romania
- Croatia
- Serbia
- Bulgaria
- Morocco

- Tunisia
- Egypt
- Pakistan
- Ukraine

ServicePac part number	ID	ServicePac description	Eligible machine type
41w9366	PC512	3yr 24x7 IOR 24hr CS	N/A
41w9367	PC513	3yr 24x7 IOR 24hr CS	4362 7973 7975 7984 4192 4367 7327 4348 (Turkey only)
41w9368	PC514	3yr 24x7 IOR 24hr CS	7985 7941 4368 8853 7995 7946 7328 7944
41w9369	PC515	3yr 24x7 IOR 24hr CS	4363 7974 7976 7978 4194 4193 4252
41w9370	PC516	3yr 24x7 IOR 24hr CS	7977 7979 7971 7870 7871
41w9371	PC517	3yr 24x7 IOR 24hr CS	8866 7947 7945
41w9372	PC518	3yr 24x7 IOR 24hr CS	8863 8864 8865 8877
41w9373	PC519	3yr 24x7 IOR 24hr CS	8879 8852
41w9374	PC520	3yr 24x7 IOR 24hr CS	8872 7948 8874 8878
41w9375	PC521	3yr 24x7 IOR 24hr CS	4347 4364 8028
41w9376	PC522	3yr 24x7 IOR 24hr CS	4365
44T5920	PC781	3yr 24x7 IOR 24hr CS	7163 7233 7164

51J9366	PC831	3yr 24x7 IOR 24hr CS	4190 7901 7837 4251 7379 7872 7376 4253 7377 7873
51J9367	PC832	3yr 24x7 IOR 24hr CS	7940 7943 3020
51J9368	PC833	3yr 24x7 IOR 24hr CS	7141 8886 7145 7143
40Y5877	PC925	3yr 24x7 IOR 24hr CS	N/A
40Y5878	PC926	3yr 24x7 IOR 24hr CS	7972 7836
54Y4502	PC936	3yr 24x7 IOR 24hr CS	7902
91Y3107	PC1184	3yr 24x7 IOR 24hr CS	7148 7380 7839 7147
91Y7387	PC1473	3yr 24x7 IOR 24hr CS	2583
91Y7388	PC1474	3yr 24x7 IOR 24hr CS	2582
00A4775	PC1638	3yr 24x7 IOR 24hr CS	7915
00A4776	PC1639	3yr 24x7 IOR 24hr CS	7383 8731
00A4777	PC1640	3yr 24x7 IOR 24hr CS	7875
00X8415	PC1663	3yr 24x7 IOR 24hr CS	8721
00X8416	PC1664	3yr 24x7 IOR 24hr CS	8737
46Y2330	PC1711	3yr 24x7 IOR 24hr CS	7914
46Y0730	PC1745	3yr 24x7 IOR 24hr CS	7158
46Y0731	PC1746	3yr 24x7 IOR 24hr CS	7160
46Y0732	PC1747	3yr 24x7 IOR 24hr CS	8722
46Y0733	PC1748	3yr 24x7 IOR 24hr CS	7906 8038
46Y1904	PC1834	3yr 24x7 IOR 24hr CS	7832
46Y1905	PC1835	3yr 24x7 IOR 24hr CS	7917

The following 24-hour Committed Service offerings apply to the South Africa:

ServicePac part number	ID	ServicePac description	Eligible machine type
51J9366	PC831	3yr 24x7 IOR 24hr CS	4190 7946 4251 7944
41W9367	PC513	3yr 24x7 IOR 24hr CS	4367 4192 4362 7973 7975 7984 7837 7327 7379 7376 7377
51J9367	PC832	3yr 24x7 IOR 24hr CS	7940 7943
41W9369	PC515	3yr 24x7 IOR 24hr CS	7974 7976 4194 4193 4363 7978 4252
41W9368	PC514	3yr 24x7 IOR 24hr CS	7941 4368 7985 7328
41W9375	PC521	3yr 24x7 IOR 24hr CS	4347 4364
41W9376	PC522	3yr 24x7 IOR 24hr CS	4365
51J9368	PC833	3yr 24x7 IOR 24hr CS	7141
44T5920	PC781	3yr 24x7 IOR 24hr CS	7163 7233 7145 7164 7143
41W9374	PC520	3yr 24x7 IOR 24hr CS	7948
41W9370	PC516	3yr 24x7 IOR 24hr CS	7977 7979 2582
40Y5878	PC926	3yr 24x7 IOR 24hr CS	7947 7945
40Y5877	PC925	3yr 24x7 IOR 24hr CS	7836 7839 7380 7148 7147
91Y7386	PC1472	3yr 24x7 IOR 24hr CS	2583
00A4770	PC1633	3yr 24x7 IOR 24hr CS	7915
00A4771	PC1634	3yr 24x7 IOR 24hr CS	7383

46Y2338	PC1719	3yr 24x7 IOR 24hr CS	7914
46Y0722	PC1737	3yr 24x7 IOR 24hr CS	7158
46Y0723	PC1738	3yr 24x7 IOR 24hr CS	7160
46Y0724	PC1739	3yr 24x7 IOR 24hr CS	8722
46Y1902	PC1832	3yr 24x7 IOR 24hr CS	7382

The following eight-hour Committed Service offerings apply to:

- Russia
- Czech Republic
- Switzerland
- Poland
- Hungary
- Croatia
- Slovenia
- Slovakia
- Romania
- Serbia
- Bulgaria
- Morocco
- Tunisia
- Egypt

ServicePac part number	ID	ServicePac description	Eligible machine type
41W9674	PC523	3yr 24x7 IOR 8hr CS	4191 4368 4252 7328
41W9675	PC524	3yr 24x7 IOR 8hr CS	4362 7973 7975 7984 4190 4367 4251 7327 4253
41W9676	PC525	3yr 24x7 IOR 8hr CS	7985
41W9677	PC526	3yr 24x7 IOR 8hr CS	4363 7974 7976 7978 7941 4193
41W9678	PC527	3yr 24x7 IOR 8hr CS	7977 7979 4192 7972

41w9679	PC528	3yr 24x7 IOR 8hr CS	8866 7902 7837 7379 7376 7377 7875
41w9680	PC529	3yr 24x7 IOR 8hr CS	8863 7948 7943 8864 8865 8877 3020 7947 7836 7945
41w9681	PC530	3yr 24x7 IOR 8hr CS	7233 7145
41w9682	PC531	3yr 24x7 IOR 8hr CS	8872 8874 8878 8879 7141 7839 7380
41w9683	PC532	3yr 24x7 IOR 8hr CS	4347 4364 2582
41w9684	PC533	3yr 24x7 IOR 8hr CS	4365 2583
44T5919	PC780	3yr 24x7 IOR 8hr CS	7163 7164 7143
51J9369	PC834	3yr 24x7 IOR 8hr CS	7940 7901 8028 7946 7870 7871 7944 7872 7873
56Y6214	PC1001	3yr 24x7 IOR 8hr CS	8852
56Y6215	PC1002	3yr 24x7 IOR 8hr CS	7971 7995 8853
65Y5211	PC1087	3yr 24x7 IOR 8hr CS	8886
91Y3106	PC1183	3yr 24x7 IOR 8hr CS	7148 7147
00A4773	PC1636	3yr 24x7 IOR 8hr CS	7915
00A4774	PC1637	3yr 24x7 IOR 8hr CS	7383 8731
00X8413	PC1661	3yr 24x7 IOR 8hr CS	8721
00X8414	PC1662	3yr 24x7 IOR 8hr CS	8737
46Y2329	PC1710	3yr 24x7 IOR 8hr CS	7914

46Y0726	PC1741	3yr 24x7 IOR 8hr CS	7158
46Y0727	PC1742	3yr 24x7 IOR 8hr CS	7160
46Y0728	PC1743	3yr 24x7 IOR 8hr CS	8722
46Y0729	PC1744	3yr 24x7 IOR 8hr CS	7906 8038
46Y1899	PC1829	3yr 24x7 IOR 8hr CS	7382
46Y1900	PC1830	3yr 24x7 IOR 8hr CS	7917

The following eight-hour Committed Service offerings apply to:

- Norway
- Sweden
- Denmark
- Finland

ServicePac part number	ID	ServicePac description	Eligible machine type
68Y4926	PC1101	3yr 24x7 IOR 8hr CS	4365 4194 4252
68Y4927	PC1102	3yr 24x7 IOR 8hr CS	4368 7328 2582
68Y4928	PC1103	3yr 24x7 IOR 8hr CS	4363 7974 4364 7941 4347
68Y4929	PC1104	3yr 24x7 IOR 8hr CS	7978 4193
68Y4930	PC1105	3yr 24x7 IOR 8hr CS	7976 4362 7940 4190 7946 4367 4251 7327 7944
68Y4931	PC1106	3yr 24x7 IOR 8hr CS	7975 4192 7984 7985 7973
68Y4932	PC1107	3yr 24x7 IOR 8hr CS	7979 7148
68Y4933	PC1108	3yr 24x7 IOR 8hr CS	7837 7947 7379 7945
68Y4934	PC1109	3yr 24x7 IOR 8hr CS	7977
68Y4935	PC1110	3yr 24x7 IOR 8hr CS	7943

68Y4936	PC1111	3yr 24x7 IOR 8hr CS	7948 7836 7376 7377 7147
68Y4937	PC1112	3yr 24x7 IOR 8hr CS	8877 8863 8864 8865 8874 8878 8879 7839 7380
68Y4938	PC1113	3yr 24x7 IOR 8hr CS	7163 7141 8866 8872 7164
68Y4939	PC1114	3yr 24x7 IOR 8hr CS	7233 7145
91Y7380	PC1466	3yr 24x7 IOR 8hr CS	7143
91Y7381	PC1467	3yr 24x7 IOR 8hr CS	2583
00A4765	PC1628	3yr 24x7 IOR 8hr CS	7915
00A4766	PC1629	3yr 24x7 IOR 8hr CS	7383
46Y2336	PC1717	3yr 24x7 IOR 8hr CS	7914
46Y0715	PC1730	3yr 24x7 IOR 8hr CS	7158
46Y0716	PC1731	3yr 24x7 IOR 8hr CS	7160
46Y0717	PC1732	3yr 24x7 IOR 8hr CS	8722
46Y1901	PC1831	3yr 24x7 IOR 8hr CS	7382

The following eight-hour Committed Service offerings apply to France only:

ServicePac part number ID	ServicePac description	Eligible machine type
91Y5070	PC1211 3yr 24x7 IOR 8hr CS	4368 7328 2582
91Y5071	PC1212 3yr 24x7 IOR 8hr CS	7976 7160
91Y5072	PC1213 3yr 24x7 IOR 8hr CS	7978
91Y5073	PC1214 3yr 24x7 IOR 8hr CS	7327
91Y5074	PC1215 3yr 24x7 IOR 8hr CS	7944 7946 7377 7376
91Y5075	PC1216 3yr 24x7 IOR 8hr CS	7947 7382
91Y5076	PC1217 3yr 24x7 IOR 8hr CS	7837
91Y5077	PC1218 3yr 24x7 IOR 8hr CS	7379

91Y5078	PC1219	3yr	24x7	IOR	8hr	CS	7836
91Y5079	PC1220	3yr	24x7	IOR	8hr	CS	7380 7839
91Y5080	PC1221	3yr	24x7	IOR	8hr	CS	7163 7164
91Y5081	PC1222	3yr	24x7	IOR	8hr	CS	7145 7143
91Y5082	PC1223	3yr	24x7	IOR	8hr	CS	7233
91Y7384	PC1470	3yr	24x7	IOR	8hr	CS	2583
91Y7385	PC1471	3yr	24x7	IOR	8hr	CS	7147
00A4764	PC1627	3yr	24x7	IOR	8hr	CS	7383
46Y2334	PC1715	3yr	24x7	IOR	8hr	CS	7914
46Y2335	PC1716	3yr	24x7	IOR	8hr	CS	7915
46Y0713	PC1728	3yr	24x7	IOR	8hr	CS	7158
46Y0714	PC1729	3yr	24x7	IOR	8hr	CS	8722

Note: All models are covered in the machine type list above unless stated otherwise.

Warranty service upgrade (WSU)

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

1. Extended hours of coverage
2. Upgraded service delivery method (SDM)
3. Higher level of response time objective

Terms and eligibility requirements

Service delivery method

IBM On-site Repair (IOR): Repair is performed at customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

Screening refers to the initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

ServicePac response time: Committed service means that IBM will guarantee that the affected machine will be restored to good working order within an average of 6, 8, or 24 hours from the time the problem is initially reported to IBM . This committed service time is dependent on the ServicePac part number ordered. The restoration of system readiness does not include installation or configuration of system and application software.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM , accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-

IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service, you must follow the registration instructions on the registration e-mail received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Saturday, 365 days a year

Limitations with respect to replacements or to parts for upgrades: Products classified as consumable supplies, such as peripheral devices and accessories, such as external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts.

CRU information and replacement instructions are shipped with the IBM machine. They are also available upon request. You may be given the option of installing a CRU yourself or may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM Web site or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Prices

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

Announcement countries

Announcement is restricted to the following countries:

- Germany
- Austria
- Czech Republic
- Poland
- Hungary
- Slovenia
- Slovakia
- Turkey²
- Russia³

- Switzerland⁴
- Romania⁵
- United Kingdom⁶
- Croatia⁷
- South Africa⁸
- Serbia⁹
- Italy
- France
- Sweden¹⁰
- Finland¹¹
- Norway¹²
- Denmark
- Bulgaria¹³
- Belgium
- Netherlands¹⁴
- Luxembourg
- Morocco¹⁵
- Tunisia¹⁶
- Egypt¹⁷
- Pakistan¹⁸
- Ukraine¹⁹

² Only available in Istanbul, Ankara, and Izmir

³ Only within a 100 km distance from IBM Moscow

⁴ only 24 hr ServicePacs available in the following areas:

- Canton Freiburg (east of the A12 and WaadtlanderAlpen)
- Canton Graubunden (except region Chur)
- Canton Jura
- Canton Neuenburg (except Yverdon-Neuchatel-Marin)
- Canton Tessin
- Canton Wallis (Oberwallis)
- Innerschweiz (Cantone Nid-und Obwalden, Uri and, the district of Entlebuch in canton Luzern)
- Berner Oberland (Districts: Saanen, Obersimmenthal, Niedersimmental, Frutigen, Interlaken, Oberhasli)

⁵ 8 hour Committed ServicePac only available within 100 km of Bucharest and Timisoara.

⁶ UK mainland only.

⁷ Geographical restriction of 100 km around Zagreb.

⁸ Available in the following cities:

Johannesburg, Durban, Pretoria, Port Elisabeth, and Cape Town within a radius of 80 km of following cities: Johannesburg, Durban, and Cape Town.

⁹ within 100 km of Belgrade only.

¹⁰ within 100 km of Stockholm, Malmo and, Goteborg only.

¹¹ within 120 km of Helsinki, Turku, Tampere, and Oulu only.

¹² within 50 km of Oslo only.

¹³ 8 hour Committed ServicePac available within 75 km of Sofia only.

¹⁴ Only available in the following areas:

- Schouwen-Duiveland, Walcheren, Noord-en Zuid Beveland, Zeeuws-Vlaanderen (Postcodes 43xx, 44xx, 45xx)
- North of the line Emmen, Stadskanaal, Zuidwolde, Dokkum (Postcodes 78xx, 91xx, 92xx, 93xx, 94xx, 95xx, 96xx, 97xx, 98xx, 99xx)
- The 'Waddeneilanden'

¹⁵ Within 50 km of Casablanca/Rabat.

¹⁶ Within 50 km of Tunis.

¹⁷ The 8 hour committed service level is applicable to Cairo up to 50 km from the city center only. The 24 hour committed service level is applicable to Cairo within 100 km of the city center and to Alexandria up to 50 km of the city center.

¹⁸ Only applicable in Karachi, Lahore, and Islamabad only.

¹⁹ Only within a 100 km distance from IBM Kiev.

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