



Doing Business with IBM - A guide for Verizon's cloud and managed hosting services clients now delivered by IBM

Following is some information about operational changes you may experience as a result of this acquisition.

Invoicing and Payment

Invoices for services performed before the close date (September 1, 2017) are due and payable to Verizon. You will receive a Verizon invoice for payment to Verizon.

US clients (only)

As we work through the transition of billing functions to IBM, Verizon will continue to provide invoicing and collections on behalf of IBM for clients who are invoiced from the United States. Your payments will continue to be made through Verizon.

Tax Exemptions - In order to maintain a State and or local US sales tax exempt status on your account, please submit a new Sales/Use Tax exemption certificate issued to IBM Corporation as the Vendor/Supplier. The exemption certificate should be based on your service address. The exemption certificate(s) can be mailed directly to IBM or sent by email to the below address. Please provide Carolyn Butler with your completed documentation along with a note indicating your Billing Account Number so she can cross reference the supplied exemption to your account.

IBM
Carolyn Butler
150 Kettletown Road
MD 243
Southbury, CT 06488-2600
Email: tax8@us.ibm.com

International clients (only)

Clients who are invoiced from all other countries, will receive invoices from IBM (not Verizon) and make payments directly to IBM. Remittance information for International clients can be found in Appendix A.

Please review the 'remit to address' from your invoice for proper payment. Your invoices will be sent to the address listed in your current Verizon customer profile.

In addition, some things you may consider doing:

1. (Non-US International clients only) Establish IBM as a vendor in your company.
2. (Non-US International clients only) If your IBM invoice cannot be paid without a new purchase order, please take the necessary actions now to convert your former purchase order with Verizon to one with IBM. Once complete, please communicate your new purchase order directly to your IT Solutions Sales Representative or Service Delivery Manager.



3. Please note that IBM has a different vendor Tax Identification Number than Verizon. This tax id number will appear on your new invoices.

IBM will advise once the transition of these business functions to IBM is complete.

New Requests for Services and Other Contractual Items

Please continue to work with your IT Solutions Sales Representative or Service Delivery Manager for any of your contract needs, including any requests for services you may currently have in progress.

IBM will provide support and services in accordance with your existing Verizon contracts through the contract term. Your IT Solutions Sales Representative or Service Delivery Manager will be in touch with you to discuss renewal options well in advance of any renewal dates.

IT Applications

As we work through the transition of critical IT applications that support this business to IBM, these applications will continue to be operated by Verizon until the necessary development updates have been completed and they are conveyed to IBM. Until such time users can access their portals via the following URLs:

Verizon Cloud Console (VCC) – eCloud

URL: <https://my.cloud.verizon.com/>

Total View – RAM

URL: <https://totalview.totality.com>

Terremark View Point – MH

URL: <https://tvp.terremark.com>

Client Central – IPAH

URL: <https://clientcentral.verizonbusiness.com>

IBM will advise once the transition of these applications to IBM is complete.

Where Can You Go For Additional Information

On or after September 1, 2017 important information regarding IBM, a copy of this letter, links to support resources, contact information and other transition topics can be found at: <http://ibm.biz/vzcloud>.



Appendix A -

International Business Machines Corporation (IBM) Affiliates

Country	IBM Billing Entity	IBM Bank Information
Belgium	<p>IBM Belgium SPRL Avenue de Bourget(laan) 42 B-1130 Bruxelles/Brussel Belgium</p> <p>IDT Reg #: BE0405912336</p>	<p>BNP PARIBAS FORTIS S.A. 3 Montagne du Parc 1000 Brussels</p> <p>Name on bank account: IBM Belgium S.A. Account #: 210-0095859-75 BIC or SWIFT: GEBABEBB IBAN: BE05210009585975</p>
Denmark	<p>IBM Danmark ApS Kongevejen 495 B, DK-2840 Holte, Denmark</p> <p>IDT Reg #: DK65305216</p>	<p>Nordea Bank Corporate & Institutional Banking, Postbox 850, 0900 København C, Denmark 395900007471006</p> <p>Name on bank account: IBM Denmark Account #: 21490149107762 BIC or SWIFT: NDEADKKK IBAN: DK4120000149107762</p>
France	<p>Compagnie IBM France SAS 17 Avenue de l'Europe 92275 Bois-Colombes Cedex France</p> <p>IDT Reg #: FR 91552118465</p>	<p>BNP Paribas Centre d'Affaires Paris Agence Centrale Entreprises, 1 Boulevard Haussmann, BP281 75009 PARIS</p> <p>Name on bank account: IBM FRANCE</p> <p><u>EUR currency</u> Account #: 30004 00818 00021195269 27 BIC or SWIFT: BNPAFRPPVD IBAN: FR7630004008180002119526927</p> <p><u>USD currency</u> Account #: 30004 00818 00010040678 61 BIC or SWIFT: BNPAFRPPXXX IBAN: FR7630004008180001004067861</p>
Germany	<p>IBM Deutschland GmbH IBM-Allee 1 71139 Ehningen Germany</p> <p>IDT Reg #: DE 145 178 813</p>	<p>Deutsche Bank AG Theodor-Heuss-Str. 3 70174 Stuttgart</p> <p>Name on bank account: IBM Deutschland GmbH Account #: 125830000 BIC or SWIFT: DEUTDESSXXX IBAN: DE52600700700125830000</p>
Italy	<p>IBM Italia spa Circonvallazione Idroscalo 20090 Segrate (Milano) MI SEG-300</p> <p>IDT Reg #: IT 10914660153</p>	<p>Banca Nazionale del Lavoro VIA VITTOR PISANI 15 20124 MILANO - ITALY AG. 12</p> <p>Name on bank account: IBM Italia S.p.A. Account #: 2230</p>



		BIC or SWIFT: BNLIITRR IBAN: IT52Q010050161200000002230
Luxembourg	IBM Luxembourg SARL 89C rue Pafebruch L-8308 Capellen Luxembourg IDT Reg #: LU19966740	BGL BNP Paribas S.A. Banque Generale du Luxembourg Avenue J.F. Kennedy, 50 Name on bank account: IBM Luxembourg SARL Account #: LU550030828810760000 BIC or SWIFT: BGLLLULL IBAN: LU550030828810760000
Netherlands	IBM Nederland B.V. Johan Huizingalaan 765 Postbus 9999 1006 CE IDT Reg #: NL0014.75.253.B01	ABNAMro Bank N.V. Gustav Mahlerlaan 10 1082 PP Amsterdam Name on bank account: IBM Nederland BV <u>EUR/GBP currencies</u> Account #: 543712540 BIC or SWIFT: ABNANL2A IBAN: NL10ABNA054371254 <u>USD currency</u> Account #: 543729516 BIC or SWIFT: ABNANL2A IBAN: NL80ABNA0543729516
Sweden	IBM Svenska Aktiebolag SE - 164 92 Stockholm Sweden IDT Reg #: SE556026688301	<u>SEK currency</u> Nordea Bank AB, 105 71 Stockholm, Sweden SE7295000099603405736228SEK Name on bank account: IBM Svenska AB Account #: 99603400036491 BIC or SWIFT: NDEASESS IBAN: SE4695000099603400036491 <u>EUR currency</u> Nordea Bank AB, 105 71 Stockholm, Sweden SE7295000099603405736228EUR Name on bank account: IBM Svenska AB Account #: 99603400036491EUR BIC or SWIFT: NDEASESS IBAN: SE4695000099603400036491
Switzerland	IBM Schweiz AG Vulkanstrasse 106 8010 Zürich Switzerland IDT Reg #: CHE-105.977.121 TVA (MWST or IVA)	Credit Suisse P.O. Box 8070 Zürich Name on bank account: IBM Schweiz AG <u>CHF currency</u> Account #: 322384-01 BIC or SWIFT: CRESCHZZ80A IBAN: CH0504835032238401000



		<p><u>EUR currency</u> Account #: 322280-12-5 BIC or SWIFT: CRESCHZZ80A IBAN: CH1604835032228012005</p> <p><u>USD currency</u> Account #: 322280-12-4 BIC or SWIFT: CRESCHZZ80A IBAN: CH4304835032228012004</p>
UK	<p>IBM United Kingdom Ltd North Harbour Portsmouth Hampshire PO6 3AU</p> <p>IDT Reg #: GB 107 328 000</p>	<p>National Westminster Bank PLC 69 High Street Cosham Portsmouth, PO6 3DA</p> <p>Name on bank account: IBM United Kingdom Ltd</p> <p><u>GBP currency</u> Account #: 35237481 BIC or SWIFT: NWBKGB2L IBAN: GB46NWBK54301135237481</p> <p><u>EUR currency</u> Account #: 5500206632386 BIC or SWIFT: NWBKGB2L IBAN: GB94NWBK60721306632386</p> <p><u>USD currency</u> Account #: 1400202818345 BIC or SWIFT: NWBKGB2L IBAN: GB16NWBK60730102818345</p>
Australia	<p>IBM Australia Limited Level 13, IBM Centre, 601 Pacific Highway St Leonards New South Wales 2065 Australia</p> <p>IDT Reg #: 79000024733</p>	<p>Australia and New Zealand Banking Group Limited Shop 224, Castle Towers Shopping Centre, 6 - 14 Castle Street Castle Hill 2154 NSW Australia</p> <p>Name on bank account: IBM Australia Limited Account #: 12263836810054 BIC or SWIFT: ANZBAU3M</p>
Japan	<p>IBM Japan, Ltd. 19-21, Nihonbashi Hakozaki-cho Chuo-ku Tokyo 103-8510 Japan</p> <p>IDT Reg #: none</p>	<p><u>JPY currency</u> Mizuho Bank, Ltd. 1-5-5, Ohtemachi, Chiyoda-ku, Tokyo, 100-8176, Japan</p> <p>Name on bank account: IBM Japan, Ltd Account #: 19938 BIC or SWIFT: MHCBJPJT</p> <p><u>USD currency</u> Bank of Tokyo-Mitsubishi UFJ 2-7-1, Marunouchi, Chiyoda-Ku, Tokyo, 100-8388, Japan Name on bank account: IBM Japan, Ltd Account #: 1021831 BIC or SWIFT: MHCBJPJT</p>



<p>Hong Kong</p>	<p>IBM China/Hong Kong Limited 7-8 & 10-13/F PCCW Tower 979 King's Road Taikoo Place Quarry Bay Hong Kong</p> <p>IDT Reg #: none</p>	<p>Citibank N.A. 9/F, Citi Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong Hong Kong</p> <p><u>HKD currency</u> Name on bank account: IBM China/ Hong Kong Limited Account #: 639108691398 BIC or SWIFT: CITIHKHX</p> <p><u>USD currency</u> Name on bank account: IBM China/ Hong Kong Limited Account #: 00639108681546 BIC or SWIFT: CITIHKHX</p>
<p>Portugal</p>	<p>Companhia IBM Portuguesa, S.A. Edificio Office Oriente Rua do Mar da China, nº 3 Parque das Nações, 1990-138 Lisboa</p> <p>IDT Reg #: PT500068801</p>	<p>Banco Bilbao Vizcaya Argentaria (BBVA) Corporate Bank Av. da Liberdade, 222, 1250-148 Lisboa - Portugal PT50001900010020003512506</p> <p>Name on bank account: Companhia IBM Portuguesa, S.A. Account #: 001200035125 BIC or SWIFT: BBVAPTPL IBAN: PT50001900010020003512506</p>
<p>Singapore</p>	<p>IBM Singapore Pte. Ltd. 9 Changi Business Park Central 1 The IBM Place 486048 Singapore</p> <p>IDT Reg #: M2-0022511-2</p>	<p>Deutsche Bank AG #17-00 South Tower 1 Raffles Quay Singapore 048583</p> <p><u>SGD currency</u> Name on bank account: IBM Singapore Pte. Ltd Account #: 2510246000 BIC or SWIFT: DEUTSGSG</p> <p><u>USD currency</u> Name on bank account: IBM Singapore Pte. Ltd Account #: 2510246056 BIC or SWIFT: DEUTSGSG</p>
<p>Spain</p>	<p>International Business Machines S. A. c/Santa Hortensia, 26-28, 28002 Madrid Spain</p> <p>IDT Reg #: ES A28010791</p>	<p>Banco Bilbao Vizcaya Argentaria, S.A. (BBVA) Paseo de Recoletos, 10 ala sur 3ª planta 28001 Madrid</p> <p>Name on bank account: IBM S.A. Account #: 01823994010100027874 BIC or SWIFT: BBVAESMM IBAN: ES4001823994010100027874</p>
<p>Taiwan</p>	<p>IBM Taiwan Corporation 3F&4F, 7, Song Ren Road, Taipei Taipei</p>	<p>HSBC Bank (Taiwan) Limited 14F, International Trade Building, 333 Keelung Road, Section 1,</p>



	11073 IDT Reg #: 11917900	Taipei 110, Taiwan, ROC Name on bank account: IBM Taiwan Corporation Account #: 1136829031 BIC or SWIFT: HSBCTWTP
Colombia	IBM De Colombia & CIA S.C.A Carrera 53 No. 100-25 Bogota Colombia IDT Reg #: 86002120-5	Citibank, N.A. 111 Wall Street, 19th floor/zone 1 New York, NY 10043 New York, USA Name on bank account: IBM de Colombia Account #: 36174598 BIC or SWIFT: CITIUS33