

IBM i2 Divestiture External FAQ

General Questions

1. How do I contact Harris?

Address	Purpose
www.i2group.com	Website home page
Sales@i2group.com	General sales
USFederal@i2group.com	US Federal customers
Renewals@i2group.com	Maintenance renewals
Partners@i2group.com	i2 partners
Support@i2group.com	General support
Educational@i2group.com	Requests from educational institutions to use i2 with their students
Accountspayable@i2group.com	Vendor AP invoices and related correspondence
Accountsreceivable@i2group.com	Vendor AR invoices and related correspondence
Services@i2group.com	General services

2. What products are included in this transaction?

A list of part numbers included in this transaction can be found at the following URL:
<https://www.ibm.com/downloads/cas/MOBAKOLB>

3. What is the difference between an assigned and retained customer?

Assigned customers are customers whose contracts are being transferred to Harris after the transaction closes on December 31, 2021.

Retained customers are customers whose contracts will continue to be held by IBM and are being retained primarily because the contract cannot reasonably be assigned. Examples would include IBM Enterprise License Agreement (ELA) customers and contracts with government entities. There are more details in notifications sent to affected customers.

4. What happens if our contract is retained by IBM?

There are some differences for different categories of agreement. You are encouraged to work with your organization's contact person to understand the specific instructions provided by IBM. However, IBM will continue to provide subscription and support services for your registered entitlements for the duration of your contract pursuant to a subcontracting relationship with Harris. You will be provided instructions on how to

continue to obtain subscription and support or answers to other questions about your entitlements. You may continue to deploy additional copies of i2 products only if you are permitted to do so by your contract. Upon the expiration of the current term of your contract, you will need to engage Harris directly for continued support for the divested solutions.

5. *What happens if our contract is assigned to Harris by IBM?*

If your contract with IBM is assignable upon notice, then your contract will be transferred to Harris and IBM will send you a notice stating this. The contract will thereafter be owned by Harris, and Support will be provided by Harris. There are some differences for different categories of agreement, so you are encouraged to work with your organization's contact person to understand the specific instructions provided by IBM. It is important to note that if your contract with IBM includes the ability to purchase solutions other than the divested solutions, only the portions of your contract that relate to the divested solutions will be transferred to Harris, and your ongoing contractual relationship for the divested products will be between you and Harris instead of IBM.

6. *What happens if our contract requires written consent to assign to Harris?*

If your contract with IBM requires your consent to assign, then your primary business contact with IBM will receive a request for consent to assign your organization's contract to Harris. Your primary business contact has been asked to respond within 30 days and has been provided instructions to return the agreement to IBMi2@us.ibm.com. Upon receipt of your consent, the answer to "4. What happens if our contract is assigned to Harris by IBM?" will now apply.

Quotes, Orders, Invoices, Renewals, New Sales and more

7. *Will IBM be a re-seller of the divested products after the transition?*

No. IBM will no longer sell the divested solutions.

8. *Will existing IBM Business Partners for the divested products be able to sell the divested products?*

Existing IBM Business Partners (BP) wishing to continue selling the divested solutions after the transaction Closing on December 31, 2021 will need to register to become a Harris partner. For more information please contact Harris at Partners@i2group.com or

IBM at IBMi2@us.ibm.com

9. What if I submitted my order/PO on the day the divestiture closed (December 31, 2021) and my VAD was unable to process it in time?

If IBM was unable to process your order prior to the transaction closing on December 31, 2021, then you will need to work with Harris to execute your purchase or extend Subscription and Support. Harris can be contacted at Renewals@i2group.com or Sales@i2group.com.

10. How will orders for new quantities of the divested products be handled by IBM?

New sales (including add-on, true up, expansion, etc.) for the divested products will not be performed by IBM after the transaction closes on December 31, 2021. IBM will return the order and notify the BP or customer that the order should be placed with Harris. If the order is part of a broader order with IBM that includes non-divested content, IBM will follow up with the customer or BP to complete the sale of the partial order, excluding the divested parts.

11. For customers with contracts assigned to Harris, how will renewals be processed?

Renewals for customers whose contracts have been assigned to Harris will not be processed by IBM post-transfer to Harris. These renewals will need to be processed by Harris or through Harris' partners. For questions please contact Renewals@i2group.com

12. For customers with contracts retained by IBM, how will renewals be processed?

Renewals for customers whose contracts are being retained by IBM will continue to have new quotes generated, accepted and processed by IBM via the traditional renewal process for the term of the customer's existing contract.

13. We received a quote or invoice from IBM or an IBM partner for renewal. What should we do?

If you received an invoice from IBM or an IBM partner, please make payment promptly as set forth in the invoice. If, however, you have received only a quote from IBM or an IBM partner, you may accept that quote according to its terms at any time up until December 31, 2021. If we do not receive your acceptance by such date, the quote will no longer be valid. In this case, Harris will issue you a new quote and will provide you

with further instructions on how to process your orders with Harris.

14. What do I do if I received a quote from IBM that contains both divested and non-divested products?

Prior to January 1, 2022, you may accept that quote and act on it. After December 31, 2021, you may pay the invoice for only the non-divested products or request a new quote from IBM.

15. What do I do if I submitted an order/PO to IBM that contains both non-divested and divested products?

IBM will contact you for your permission to process only the non-divested portion of the order/PO and process according to your direction.

16. Our organization had an open quote or proposal from IBM when the transaction Closed on December 31, 2021, what should we do?

If you are interested in pursuing the purchase, contact Harris Sales@i2group.com.

Support and Software Download Related Questions

17. Our contract was [assigned to Harris/retained by IBM] and we are an active S&S customer, how do we get support?

As of January 1st, 2022 please open i2 Support Cases at <https://i2group.com/support>

18. Our contract was retained by IBM and we are a US Federal Government customer with active S&S, how do we get support?

If you have an active USCitizen Contract with IBM please call the IBM Help Desk at 1-800-IBM-SERV (1-800-426-7378) or toll: 1-919-864-3512. If you do not have an active USCitizen Contract, but have active S&S, please open i2 Support Cases at <https://i2group.com/support>

19. How do we download software after December 31, 2021?

<https://i2group.com/support>. All customers will receive a Welcome Letter from Harris

with instructions, links, and phone numbers on how to request product support and access entitled downloads. Clients can contact Harris support at Support@i2group.com. IBM will continue to provide access to the last IBM version of the software via your current IBM process through the end date of your contract.

Business Partner and VAD Related Questions

20. Our Business Partner is not planning to work with Harris, how can we find a new one?

We recommend contacting Harris at Partners@i2group.com or Sales@i2group.com.

21. As a BP, my customers have renewals coming due shortly. How can I process the renewal and if appropriate, expansion of licensing for them?

Business Partners that wish to continue working with the divested products should contact Harris at Partners@i2group.com

Customer Contacts and Help

22. How do we get assistance or answers from IBM after the transaction closes on December 31, 2021?

Customer and Business Partner inquiries for IBM should be directed to IBMi2@us.ibm.com

23. How do we get assistance or answers from Harris?

Customers and Business Partners can access numerous published resources to learn about Harris and reach out to Harris to speak directly with them if they so choose.

www.harriscomputer.com

www.i2group.com

Sales@i2group.com

Partners@i2group.com

Follow Harris Products and Platform on LinkedIn:

<https://www.linkedin.com/company/harris-computer>.

If you have questions for IBM please send any questions or concerns to IBMi2@us.ibm.com

24. Our account was retained by IBM. Who is our rep to sell new "divested products" to us?

You can contact Harris sales at Sales@i2group.com

All customers will receive a Welcome Letter from Harris with guidance and instructions for obtaining support and making new purchases. In addition, IBM will work with Harris to introduce them to many customers in the coming months. If you currently work with a partner you can also check with your partner to see if they plan to work with Harris going forward and continue that partner relationship. Your IBM rep will also know how to escalate requests, or you can email IBMi2@us.ibm.com, and the request will get escalated to Harris.

25. Our account was retained by IBM. Can a Harris BP sell directly to our account?

Yes. After the transaction closes on December 31, 2021, Harris or Harris' Business Partners are the correct way to purchase new entitlements of divested products. New purchases made through Harris will not be part of your retained IBM contract. You can contact Harris with partner questions at Partners@i2group.com

US Federal, GOEs, and Government Accounts

26. Are there special rules or guidelines for government customers?

IBM will be retaining government contracts until those contracts expire. Clients can contact Harris with US Federal Client related questions at USFederal@i2group.com

For non-US government entities, upon expiration of the current term of your contract (including any option periods), you will need to engage directly with Harris for continued support for any of the divested solutions. You can contact Harris sales at Sales@i2group.com. If you have any questions for IBM please contact IBMi2@us.ibm.com