



Change Authorization for ServiceElite

The referenced Master Services Attachment for ServiceElite (Attachment) is amended to include:

Support via USA Citizens Option

As available for selected Eligible Products and Services, Client may purchase IBM Support via USA Citizens for software or hardware in addition to maintenance. This feature provides standard IBM remote hardware and software support delivered and managed exclusively by USA Citizens located in the continental USA. IBM Support via USA Citizens is available via voice support, during prime shift only, for software. Hardware support is 24x7. Each time Client calls IBM, this process is engaged only after Client identifies itself as a Support via USA Citizens Client and IBM verifies Client's entitlement. Client's hardware error data for analysis and call data will be managed by USA Citizens only.

IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and the DPA Exhibit at <https://www.ibm.com/mysupport/s/article/support-privacy> apply and supplement the Agreement, if and to the extent the European General Data Protection Regulation (EU/2016/679) applies to Client Personal Data, as described in the DPA.

This Change Authorization, the referenced Attachment, Transaction Documents and any prior Change Authorizations that have not been replaced by this one, and the agreement in effect between us (Agreement) comprise the complete agreement regarding the Services in this Change Authorization. Each party accepts the terms of this Change Authorization by signing this Change Authorization by hand or, where recognized by law, electronically.

As used in this Change Authorization, "Client", "Customer", "you" and "your" refer to the contracting entity identified below.

Agreed to:

Agreed to:

International Business Machines Corporation (IBM)

By _____

By _____

Authorized signature

Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Reference Attachment number:

Enterprise number:

Change Authorization number:

Enterprise address:

IBM address: