

# IBM Power Expert Care delivers a simplified method to select services and support for IBM Power E1080 Enterprise server

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## At a glance

IBM<sup>(R)</sup> Power<sup>(R)</sup> Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for the IBM Power E1080 server, delivering simplified acquisition of support.

There are two service tier levels: Advanced and Premium. Each tier provides a group of selected hardware and software services to support the Power E1080, and clients can select the tier that better fits their needs.

### IBM Hardware Maintenance Services - Committed maintenance

Committed maintenance enables hardware maintenance services to be included as optional add-ons to Power Expert Care Advanced or Premium for the Power E1080 server.

Committed maintenance can help reduce the cost of downtime by providing a committed time frame to call back, arrive onsite, or provide repair for an issue. Committed maintenance can also help reduce the loss of revenue, repair costs, and loss of consumer confidence and shareholder trust by helping ensure your products are well-protected.

## Overview

When it comes to maintaining your systems and devices, you want to procure critical services as easily as possible. With the Power Expert Care service tiers, you have easy access to IT services that can help you avoid longer procurement and contracting processes by enabling the procurement of your chosen tier during the product purchase transaction.

There are two tiers of Power Expert Care:

### Power Expert Care Advanced

Hardware Maintenance Support is provided with 24x7 coverage, same-day onsite response.

- Software Support and Services (SWMA) coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.
- IBM Proactive Support for the Power E1080 server is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.

**Note:** Committed maintenance can help reduce downtime by providing a committed time frame for call back, arrival onsite, and repair. Committed maintenance is recommended to be included in addition to the Power Expert Care Advanced tier.

### **Power Expert Care Premium**

Hardware Maintenance Support is provided with 24x7 coverage, same-day onsite response.

- SWMA is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.
- IBM Proactive Support for the Power E1080 server is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.

The IBM Global Total Microcode Support (GTMS)

GTMS supports microcode, firmware, and BIOS levels, not including any beta versions, for which you have a license for the Power E1080 and its internal disks. The services include Microcode Support Analysis and Microcode Support Update Services once a year. The Power E1080 must be configured in a way that IBM Data Collection Tool can connect to it and retrieve Microcode information.

*GTMS -- Microcode Support Analysis and Update Services:*

- IBM performs an annual analysis and verifies whether the recorded Microcode levels of the Power E1080 are up to date. Once the Microcode Support Analysis is complete, IBM electronically delivers a Microcode Support Plan and implements updates of the Microcode levels, as applicable.
- Media Retention (MR) services enables you to retain defective IBM flash memory or media when replacement is required during a service repair call. IBM provides a replacement part, and the defective part will be left at your facility for disposal. This option enables you to safely secure your sensitive data and ensure privacy for your customers.
- IBM Enterprise Accelerated Value Program (eAVP) makes available specific deliverables to enhance user experience. This includes security attributes, follow-on monitoring, and full stack hardware and software system security health checks. Health checks consist of the following tasks:
  - Review and document the existing production configuration of all server hardware, core OS, storage, and software deployed in the Power E1080. A report will be generated on current versus recommended levels of these components. Critical items will be called out for client review and remediation.
  - If you have configured system administration tools, eAVP can provide health check analysis and tracking of important components, such as:
    - Data activity
    - Application activity and trends compared to system performance and availability
    - User and system security and firewall log review, as well as file system activity review

**Note:** Committed maintenance is an additional option that can be added on top of Power Expert Care Premium support and will help reduce downtime by providing a committed time frame for call back, arrival onsite, and repair. Committed maintenance is recommended to be included in addition to the Power Expert Care Premium tier.

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## **Planned availability date**

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September 17, 2021

## Description

IBM Power Expert Care is designed to simplify and standardize support for the Power E1080 server. The two service tiers of support---Advanced and Premium---enable clients to choose the group of selected hardware and software services that better fits their needs.

IBM Hardware Maintenance Services - committed maintenance offers a smarter way to manage the support requirements for your IBM Power systems. When you need support above and beyond Power Expert Care Advanced tier, committed maintenance provides increased hardware maintenance support options to meet individual client needs.

The various committed service options have been designed to give you greater flexibility to select either response or fix-based service levels according to the criticality of the system, reducing the potential downtime in the event of an incident.

The following tables include tier information:

(9666-xxx are SAP HANA solution edition)

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EXA1	9665-A01	WTYPA01	9080-HEX 1 year, IBM Power Expert Care Advanced
EXA3	9665-A03	WTYPA03	9080-HEX 3 year, IBM Power Expert Care Advanced
EXA5	9665-A05	WTYPA05	9080-HEX 5 year, IBM Power Expert Care Advanced
EXP1	9665-P01	WTYPP01	9080-HEX 1 year, IBM Power Expert Care Premium
EXP3	9665-P03	WTYPP03	9080-HEX 3 year, IBM Power Expert Care Premium
EXP5	9665-P05	WTYPP05	9080-HEX 5 year, IBM Power Expert Care Premium
EXA1	9666-A01	WTYPA01	9080-HEX 1 year, IBM Power Expert Care Advanced
EXA3	9666-A03	WTYPA03	9080-HEX 3 year, IBM Power Expert Care Advanced
EXA5	9666-A05	WTYPA05	9080-HEX 5 year, IBM Power Expert Care Advanced
EXP1	9666-P01	WTYPP01	9080-HEX 1 year, IBM Power Expert Care Premium
EXP3	9666-P03	WTYPP03	9080-HEX 3 year, IBM Power Expert Care Premium
EXP5	9666-P05	WTYPP05	9080-HEX 5 year, IBM Power Expert Care Premium
EX61	9665-A61	WTYPA61	9080-HEX 1 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX63	9665-A63	WTYPA63	9080-HEX 3 year, IBM Power Expert

<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
			Care Advanced, 6hr Committed Fix
EX65	9665-A65	WTYP65	9080-HEX 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX81	9665-A81	WTYP81	9080-HEX 1 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX83	9665-A83	WTYP83	9080-HEX 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9665-A85	WTYP85	9080-HEX 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH1	9665-AH1	WTYPAH1	9080-HEX 1 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH3	9665-AH3	WTYPAH3	9080-HEX 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9665-AH5	WTYPAH5	9080-HEX 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF1	9665-AF1	WTYPAF1	9080-HEX 1 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF3	9665-AF3	WTYPAF3	9080-HEX 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9665-AF5	WTYPAF5	9080-HEX 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX21	9665-A21	WTYP21	9080-HEX 1 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX23	9665-A23	WTYP23	9080-HEX 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9665-A25	WTYP25	9080-HEX 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX31	9665-A31	WTYP31	9080-HEX 1 year, IBM Power Expert Care Advanced,

<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
			72hr Committed Fix
EX33	9665-A33	WTYPA33	9080-HEX 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9665-A35	WTYPA35	9080-HEX 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EXS1	9665-AS1	WTYPAS1	9080-HEX 1 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXS3	9665-AS3	WTYPAS3	9080-HEX 3 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXS5	9665-AS5	WTYPAS5	9080-HEX 5 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXC1	9665-AC1	WTYPAC1	9080-HEX 1 year, IBM Power Expert Care Advanced, 1hr Committed Contact
EXC3	9665-AC3	WTYPAC3	9080-HEX 3 year, IBM Power Expert Care Advanced, 1hr Committed Contact
EXC5	9665-AC5	WTYPAC5	9080-HEX 5 year, IBM Power Expert Care Advanced, 1hr Committed Contact
EX71	9665-P61	WTYPP61	9080-HEX 1 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX73	9665-P63	WTYPP63	9080-HEX 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9665-P65	WTYPP65	9080-HEX 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX91	9665-P81	WTYPP81	9080-HEX 1 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX93	9665-P83	WTYPP83	9080-HEX 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9665-P85	WTYPP85	9080-HEX 5 year, IBM Power Expert Care Premium, 8hr Committed Fix

<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
EXJ1	9665-PH1	WTYPPH1	9080-HEX 1 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ3	9665-PH3	WTYPPH3	9080-HEX 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9665-PH5	WTYPPH5	9080-HEX 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG1	9665-PF1	WTYPPF1	9080-HEX 1 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG3	9665-PF3	WTYPPF3	9080-HEX 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9665-PF5	WTYPPF5	9080-HEX 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX41	9665-P21	WTYPP21	9080-HEX 1 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX43	9665-P23	WTYPP23	9080-HEX 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9665-P25	WTYPP25	9080-HEX 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX51	9665-P31	WTYPP31	9080-HEX 1 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX53	9665-P33	WTYPP33	9080-HEX 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9665-P35	WTYPP35	9080-HEX 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXT1	9665-PS1	WTYPPS1	9080-HEX 1 year, IBM Power Expert Care Premium, 4hr Committed On- Site
EXT3	9665-PS3	WTYPPS3	9080-HEX 3 year, IBM Power Expert

<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
			Care Premium, 4hr Committed On-Site
EXT5	9665-PS5	WTYPPS5	9080-HEX 5 year, IBM Power Expert Care Premium, 4hr Committed On-Site
EXQ1	9665-PC1	WTYPPC1	9080-HEX 1 year, IBM Power Expert Care Premium, 1hr Committed Contact
EXQ3	9665-PC3	WTYPPC3	9080-HEX 3 year, IBM Power Expert Care Premium, 1hr Committed Contact
EXQ5	9665-PC5	WTYPPC5	9080-HEX 5 year, IBM Power Expert Care Premium, 1hr Committed Contact
EX61	9666-A61	WTYPA61	9080-HEX 1 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX63	9666-A63	WTYPA63	9080-HEX 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9666-A65	WTYPA65	9080-HEX 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX81	9666-A81	WTYPA81	9080-HEX 1 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX83	9666-A83	WTYPA83	9080-HEX 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9666-A85	WTYPA85	9080-HEX 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH1	9666-AH1	WTYPAH1	9080-HEX 1 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH3	9666-AH3	WTYPAH3	9080-HEX 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9666-AH5	WTYPAH5	9080-HEX 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF1	9666-AF1	WTYPAF1	9080-HEX 1 year, IBM Power Expert Care Advanced, 24hr Committed Fix

<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
EXF3	9666-AF3	WTYPAF3	9080-HEX 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9666-AF5	WTYPAF5	9080-HEX 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX21	9666-A21	WTYPA21	9080-HEX 1 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX23	9666-A23	WTYPA23	9080-HEX 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9666-A25	WTYPA25	9080-HEX 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX31	9666-A31	WTYPA31	9080-HEX 1 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX33	9666-A33	WTYPA33	9080-HEX 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9666-A35	WTYPA35	9080-HEX 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EXS1	9666-AS1	WTYPAS1	9080-HEX 1 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXS3	9666-AS3	WTYPAS3	9080-HEX 3 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXS5	9666-AS5	WTYPAS5	9080-HEX 5 year, IBM Power Expert Care Advanced, 4hr Committed On-Site
EXC1	9666-AC1	WTYPAC1	9080-HEX 1 year, IBM Power Expert Care Advanced, 1hr Committed Contact
EXC3	9666-AC3	WTYPAC3	9080-HEX 3 year, IBM Power Expert Care Advanced, 1hr Committed Contact
EXC5	9666-AC5	WTYPAC5	9080-HEX 5 year, IBM Power Expert



<b>Feature</b>	<b>Machine Type/ Model (MTM)</b>	<b>Warranty ID</b>	<b>Description</b>
			Care Advanced, 1hr Committed Contact
EX71	9666-P61	WTYPP61	9080-HEX 1 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX73	9666-P63	WTYPP63	9080-HEX 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9666-P65	WTYPP65	9080-HEX 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX91	9666-P81	WTYPP81	9080-HEX 1 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX93	9666-P83	WTYPP83	9080-HEX 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9666-P85	WTYPP85	9080-HEX 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ1	9666-PH1	WTYPPH1	9080-HEX 1 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ3	9666-PH3	WTYPPH3	9080-HEX 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9666-PH5	WTYPPH5	9080-HEX 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG1	9666-PF1	WTYPPF1	9080-HEX 1 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG3	9666-PF3	WTYPPF3	9080-HEX 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9666-PF5	WTYPPF5	9080-HEX 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX41	9666-P21	WTYPP21	9080-HEX 1 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX43	9666-P23	WTYPP23	9080-HEX 3 year, IBM Power Expert Care Premium, 48hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX45	9666-P25	WTYPP25	9080-HEX 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX51	9666-P31	WTYPP31	9080-HEX 1 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX53	9666-P33	WTYPP33	9080-HEX 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9666-P35	WTYPP35	9080-HEX 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXT1	9666-PS1	WTYPPS1	9080-HEX 1 year, IBM Power Expert Care Premium, 4hr Committed On- Site
EXT3	9666-PS3	WTYPPS3	9080-HEX 3 year, IBM Power Expert Care Premium, 4hr Committed On- Site
EXT5	9666-PS5	WTYPPS5	9080-HEX 5 year, IBM Power Expert Care Premium, 4hr Committed On- Site
EXQ1	9666-PC1	WTYPPC1	9080-HEX 1 year, IBM Power Expert Care Premium, 1hr Committed Contact
EXQ3	9666-PC3	WTYPPC3	9080-HEX 3 year, IBM Power Expert Care Premium, 1hr Committed Contact
EXQ5	9666-PC5	WTYPPC5	9080-HEX 5 year, IBM Power Expert Care Premium, 1hr Committed Contact

For more information about the Power E1080, see Hardware Announcement [ZG21-0059](#), dated September 08, 2021, and Hardware Services Feature Code Announcement [ZG21-0085](#), dated September 08, 2021.

### **Accessibility by people with disabilities**

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Report Request](#) website.

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## **IBM Electronic Services**

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Electronic Service Agent and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems clients. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX<sup>(R)</sup> V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Service Agent](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled clients to track system inventory and find pertinent fixes.

## Benefits

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**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit through either the internet (HTTPS or VPN) or modem to provide clients a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a client's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, go to the [IBM Electronic Support](#) website.

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## Prices

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For pricing information, contact your IBM representative.

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## Country availability

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<b>Country</b>	<b>Planned availability date</b>
<b>Europe</b>	
Aland Islands	September 17, 2021
Austria	September 17, 2021
Belgium	September 17, 2021
Bulgaria	September 17, 2021
Croatia	September 17, 2021
Cyprus	September 17, 2021
Czech Republic	September 17, 2021
Denmark	September 17, 2021
Estonia	September 17, 2021
Finland	September 17, 2021
France	September 17, 2021
Germany	September 17, 2021
Greece	September 17, 2021
Holy See (Vatican City State)	September 17, 2021
Hungary	September 17, 2021
Ireland	September 17, 2021
Israel	September 17, 2021
Italy	September 17, 2021
Latvia	September 17, 2021
Liechtenstein	September 17, 2021
Lithuania	September 17, 2021
Luxembourg	September 17, 2021
Malta	September 17, 2021
Netherlands	September 17, 2021
Norway	September 17, 2021
Poland	September 17, 2021
Portugal	September 17, 2021
Romania	September 17, 2021
San Marino	September 17, 2021
Serbia	September 17, 2021
Slovakia	September 17, 2021
Slovenia	September 17, 2021
Spain	September 17, 2021
Sweden	September 17, 2021
Switzerland	September 17, 2021
Ukraine	September 17, 2021
United Kingdom	September 17, 2021
<b>Middle East and Africa</b>	
Egypt	September 17, 2021
Ghana	September 17, 2021

<b>Country</b>	<b>Planned availability date</b>
Kenya	September 17, 2021
Morocco	September 17, 2021
Nigeria	September 17, 2021
Pakistan	September 17, 2021
Russian Federation	February 8, 2022
Saudi Arabia	September 17, 2021
South Africa	February 8, 2022
Tunisia	September 17, 2021
Turkey	September 17, 2021
United Arab Emirates	September 17, 2021

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[Terms of use](#)

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[IBM Directory of worldwide contacts](#)

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## **Corrections**

**(Corrected on February 8, 2022)**

Country availability modifications.