

IBM Power Expert Care extends services and support options for additional IBM Power10 scale-out servers

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At a glance

IBM^(R) Power^(R) Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It easily integrates into an organization's cloud and cognitive strategy and supports industry-leading price and performance for mission-critical workloads.

Now, IBM adds a three-year, four-year, and five-year option to acquire this simplified, standardized support for the IBM Power S1022 (9105-22A), IBM Power S1024 (9105-42A), IBM Power S1022s (9105-22B), IBM Power S1014 (9105-41B), IBM Power L1022 (9786-22H), and IBM Power L1024 (9786-42H) technology-based, scale-out servers.

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 acquisition and contracting processes by enabling the procurement of your chosen tier during the product purchase transaction.

There are three tiers of Power Expert Care:

Power Expert Care Basic

- IBM Software Maintenance coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Basic tier.
- Predictive support, using Call Home Connect Cloud, is also available for 9x5 coverage and response from remote technical support specialists. Predictive support features are built into the reliability, availability, and serviceability (RAS) package of an IBM Power10 server and provide service action recommendations when applicable. Additional predictive support capabilities are developed and improved constantly within IBM's support service strategy.

Power Expert Care Advanced

Hardware maintenance support is provided with 24x7 coverage, same-day onsite repair.

- IBM Software Maintenance coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.
- Predictive support, using Call Home Connect Cloud, is available for 24x7 coverage and response from remote technical support specialists.

Power Expert Care Premium

Hardware maintenance support is provided with 24x7 coverage, same-day onsite repair.

- IBM Software Maintenance services coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.
- Predictive support, using Call Home Connect Cloud, is available for 24x7 coverage and response from remote technical support specialists.
- **Enhanced response time available:**
 - Enhanced response time is the elapsed time between when IBM technical support receives your problem submission and IBM's acknowledgment of the submission. When you purchase Power Expert Care Premium, you are entitled to a 30-minute response time on severity one and severity two problems only.
- **Access to Technical Account Manager:**
 - IBM provides a Technical Account Manager to serve as your key interface for in-scope hardware and software, delivering partnership and consultancy as well as direct engagement on high-priority support cases.
- **Code Load capability:**
 - Code Load allows system firmware and Hardware Management Console (HMC) updates for your Power10 system.

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 or Premium for the Power S1022 (9105-22A), Power S1024 (9105-42A), Power S1022s (9105-22B), Power S1014 (9105-41B), Power L1022 (9786-22H), and Power L1024 (9786-42H) technology-based, scale-out servers.

Statement of general direction

IBM intends to provide Remote Code Load (RCL) capability in 4Q, 2022.

- RCL will enable clients to remotely upgrade code on their entitled IBM Power products. Both efficient and secure, RCL will be the preferred code delivery method. Remote Code Load can only be performed on Hardware Management Console (HMC)-managed systems.
- Experienced IBM technical staff will oversee the RCL process end-to-end, avoiding the need to plan and schedule a service support representative (SSR) to be available onsite.
- RCL will be available to IBM Power Expert Care Premium clients.

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Planned availability date

- July 22, 2022
- January 20, 2023, for IBM Power Expert Care for IBM Power 10 Scale Out Servers - 9105-22A, 9105-42A, 9105-22B, 9105-42B, 9786-22H, and 9786-42H for South Africa only

Availability within a country is subject to local legal requirements.

Description

Power Expert Care is designed to simplify and standardize support for the Power S1022 (9105-22A), Power S1024 (9105-42A), Power S1022s (9105-22B), Power S1014 (9105-41B), Power L1022 (9786-22H), and Power L1024 (9786-42H) servers. The three service tiers of support---Basic, Advanced, and Premium---enable you to choose the group of selected hardware and software services that better fits your needs.

IBM Hardware Maintenance Services - committed maintenance offers a smarter way to manage the support requirements for your Power systems. When you need support above and beyond the 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.

Note: See configurator aid ECMPWR for approved IBM Hardware Maintenance Services - Committed Maintenance availability in the announced countries.

Note: 9618, 9619, 9620, 9669 type models are SAP HANA models.

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EXB3	9670-B03	WTYCB03	9105-22A 3 year, IBM Power Expert Care Basic
EXB4	9670-B04	WTYCB04	9105-22A 4 year, IBM Power Expert Care Basic
EXB5	9670-B05	WTYCB05	9105-22A 5 year, IBM Power Expert Care Basic
EXA3	9670-A03	WTYCA03	9105-22A 3 year, IBM Power Expert Care Advanced
EXA4	9670-A04	WTYCA04	9105-22A 4 year, IBM Power Expert Care Advanced
EXA5	9670-A05	WTYCA05	9105-22A 5 year, IBM Power Expert Care Advanced
EXP3	9670-P03	WTYCP03	9105-22A 3 year, IBM Power Expert Care Premium
EXP4	9670-P04	WTYCP04	9105-22A 4 year, IBM Power Expert Care Premium
EXP5	9670-P05	WTYCP05	9105-22A 5 year, IBM Power Expert Care Premium
EX63	9670-A63	WTYCA63	9105-22A 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9670-A64	WTYCA64	9105-22A 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX65	9670-A65	WTYCA65	9105-22A 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9670-A83	WTYCA83	9105-22A 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9670-A84	WTYCA84	9105-22A 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9670-A85	WTYCA85	9105-22A 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9670-AH3	WTYCAH3	9105-22A 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9670-AH4	WTYCAH4	9105-22A 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9670-AH5	WTYCAH5	9105-22A 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9670-AF3	WTYCAF3	9105-22A 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9670-AF4	WTYCAF4	9105-22A 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9670-AF5	WTYCAF5	9105-22A 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9670-A23	WTYCA23	9105-22A 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9670-A24	WTYCA24	9105-22A 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9670-A25	WTYCA25	9105-22A 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9670-A33	WTYCA33	9105-22A 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX34	9670-A34	WTYCA34	9105-22A 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9670-A35	WTYCA35	9105-22A 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9670-P63	WTYCP63	9105-22A 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9670-P64	WTYCP64	9105-22A 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9670-P65	WTYCP65	9105-22A 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9670-P83	WTYCP83	9105-22A 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9670-P84	WTYCP84	9105-22A 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9670-P85	WTYCP85	9105-22A 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9670-PH3	WTYCPH3	9105-22A 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9670-PH4	WTYCPH4	9105-22A 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9670-PH5	WTYCPH5	9105-22A 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9670-PF3	WTYCPF3	9105-22A 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9670-PF4	WTYCPF4	9105-22A 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9670-PF5	WTYCPF5	9105-22A 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9670-P23	WTYCP23	9105-22A 3 year, IBM Power Expert Care Premium,

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			48hr Committed Fix
EX44	9670-P24	WTYCP24	9105-22A 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9670-P25	WTYCP25	9105-22A 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9670-P33	WTYCP33	9105-22A 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9670-P34	WTYCP34	9105-22A 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9670-P35	WTYCP35	9105-22A 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9675-B03	WTYCB03	9105-22B 3 year, IBM Power Expert Care Basic
EXB4	9675-B04	WTYCB04	9105-22B 4 year, IBM Power Expert Care Basic
EXB5	9675-B05	WTYCB05	9105-22B 5 year, IBM Power Expert Care Basic
EXA3	9675-A03	WTYCA03	9105-22B 3 year, IBM Power Expert Care Advanced
EXA4	9675-A04	WTYCA04	9105-22B 4 year, IBM Power Expert Care Advanced
EXA5	9675-A05	WTYCA05	9105-22B 5 year, IBM Power Expert Care Advanced
EXP3	9675-P03	WTYCP03	9105-22B 3 year, IBM Power Expert Care Premium
EXP4	9675-P04	WTYCP04	9105-22B 4 year, IBM Power Expert Care Premium
EXP5	9675-P05	WTYCP05	9105-22B 5 year, IBM Power Expert Care Premium
EX63	9675-A63	WTYCA63	9105-22B 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9675-A64	WTYCA64	9105-22B 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9675-A65	WTYCA65	9105-22B 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX83	9675-A83	WTYCA83	9105-22B 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9675-A84	WTYCA84	9105-22B 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9675-A85	WTYCA85	9105-22B 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9675-AH3	WTYCAH3	9105-22B 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9675-AH4	WTYCAH4	9105-22B 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9675-AH5	WTYCAH5	9105-22B 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9675-AF3	WTYCAF3	9105-22B 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9675-AF4	WTYCAF4	9105-22B 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9675-AF5	WTYCAF5	9105-22B 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9675-A23	WTYCA23	9105-22B 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9675-A24	WTYCA24	9105-22B 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9675-A25	WTYCA25	9105-22B 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9675-A33	WTYCA33	9105-22B 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9675-A34	WTYCA34	9105-22B 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX35	9675-A35	WTYCA35	9105-22B 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9675-P63	WTYCP63	9105-22B 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9675-P64	WTYCP64	9105-22B 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9675-P65	WTYCP65	9105-22B 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9675-P83	WTYCP83	9105-22B 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9675-P84	WTYCP84	9105-22B 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9675-P85	WTYCP85	9105-22B 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9675-PH3	WTYCPH3	9105-22B 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9675-PH4	WTYCPH4	9105-22B 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9675-PH5	WTYCPH5	9105-22B 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9675-PF3	WTYCPF3	9105-22B 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9675-PF4	WTYCPF4	9105-22B 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9675-PF5	WTYCPF5	9105-22B 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9675-P23	WTYCP23	9105-22B 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9675-P24	WTYCP24	9105-22B 4 year, IBM Power Expert Care Premium,

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			48hr Committed Fix
EX45	9675-P25	WTYCP25	9105-22B 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9675-P33	WTYCP33	9105-22B 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9675-P34	WTYCP34	9105-22B 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9675-P35	WTYCP35	9105-22B 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9676-B03	WTYCB03	9105-42A 3 year, IBM Power Expert Care Basic
EXB4	9676-B04	WTYCB04	9105-42A 4 year, IBM Power Expert Care Basic
EXB5	9676-B05	WTYCB05	9105-42A 5 year, IBM Power Expert Care Basic
EXA3	9676-A03	WTYCA03	9105-42A 3 year, IBM Power Expert Care Advanced
EXA4	9676-A04	WTYCA04	9105-42A 4 year, IBM Power Expert Care Advanced
EXA5	9676-A05	WTYCA05	9105-42A 5 year, IBM Power Expert Care Advanced
EXP3	9676-P03	WTYCP03	9105-42A 3 year, IBM Power Expert Care Premium
EXP4	9676-P04	WTYCP04	9105-42A 4 year, IBM Power Expert Care Premium
EXP5	9676-P05	WTYCP05	9105-42A 5 year, IBM Power Expert Care Premium
EX63	9676-A63	WTYCA63	9105-42A 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9676-A64	WTYCA64	9105-42A 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9676-A65	WTYCA65	9105-42A 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9676-A83	WTYCA83	9105-42A 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX84	9676-A84	WTYCA84	9105-42A 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9676-A85	WTYCA85	9105-42A 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9676-AH3	WTYCAH3	9105-42A 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9676-AH4	WTYCAH4	9105-42A 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9676-AH5	WTYCAH5	9105-42A 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9676-AF3	WTYCAF3	9105-42A 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9676-AF4	WTYCAF4	9105-42A 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9676-AF5	WTYCAF5	9105-42A 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9676-A23	WTYCA23	9105-42A 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9676-A24	WTYCA24	9105-42A 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9676-A25	WTYCA25	9105-42A 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9676-A33	WTYCA33	9105-42A 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9676-A34	WTYCA34	9105-42A 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9676-A35	WTYCA35	9105-42A 5 year, IBM Power Expert Care Advanced,

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			72hr Committed Fix
EX73	9676-P63	WTYCP63	9105-42A 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9676-P64	WTYCP64	9105-42A 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9676-P65	WTYCP65	9105-42A 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9676-P83	WTYCP83	9105-42A 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9676-P84	WTYCP84	9105-42A 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9676-P85	WTYCP85	9105-42A 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9676-PH3	WTYCPH3	9105-42A 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9676-PH4	WTYCPH4	9105-42A 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9676-PH5	WTYCPH5	9105-42A 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9676-PF3	WTYCPF3	9105-42A 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9676-PF4	WTYCPF4	9105-42A 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9676-PF5	WTYCPF5	9105-42A 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9676-P23	WTYCP23	9105-42A 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9676-P24	WTYCP24	9105-42A 4 year, IBM Power Expert Care Premium, 48hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX45	9676-P25	WTYCP25	9105-42A 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9676-P33	WTYCP33	9105-42A 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9676-P34	WTYCP34	9105-42A 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9676-P35	WTYCP35	9105-42A 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9677-B03	WTYCB03	9105-41B 3 year, IBM Power Expert Care Basic
EXB4	9677-B04	WTYCB04	9105-41B 4 year, IBM Power Expert Care Basic
EXB5	9677-B05	WTYCB05	9105-41B 5 year, IBM Power Expert Care Basic
EXA3	9677-A03	WTYCA03	9105-41B 3 year, IBM Power Expert Care Advanced
EXA4	9677-A04	WTYCA04	9105-41B 4 year, IBM Power Expert Care Advanced
EXA5	9677-A05	WTYCA05	9105-41B 5 year, IBM Power Expert Care Advanced
EXP3	9677-P03	WTYCP03	9105-41B 3 year, IBM Power Expert Care Premium
EXP4	9677-P04	WTYCP04	9105-41B 4 year, IBM Power Expert Care Premium
EXP5	9677-P05	WTYCP05	9105-41B 5 year, IBM Power Expert Care Premium
EX63	9677-A63	WTYCA63	9105-41B 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9677-A64	WTYCA64	9105-41B 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9677-A65	WTYCA65	9105-41B 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9677-A83	WTYCA83	9105-41B 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9677-A84	WTYCA84	9105-41B 4 year, IBM Power Expert

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			Care Advanced, 8hr Committed Fix
EX85	9677-A85	WTYCA85	9105-41B 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9677-AH3	WTYCAH3	9105-41B 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9677-AH4	WTYCAH4	9105-41B 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9677-AH5	WTYCAH5	9105-41B 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9677-AF3	WTYCAF3	9105-41B 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9677-AF4	WTYCAF4	9105-41B 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9677-AF5	WTYCAF5	9105-41B 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9677-A23	WTYCA23	9105-41B 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9677-A24	WTYCA24	9105-41B 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9677-A25	WTYCA25	9105-41B 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9677-A33	WTYCA33	9105-41B 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9677-A34	WTYCA34	9105-41B 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9677-A35	WTYCA35	9105-41B 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX73	9677-P63	WTYCP63	9105-41B 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9677-P64	WTYCP64	9105-41B 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9677-P65	WTYCP65	9105-41B 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9677-P83	WTYCP83	9105-41B 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9677-P84	WTYCP84	9105-41B 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9677-P85	WTYCP85	9105-41B 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9677-PH3	WTYCPH3	9105-41B 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9677-PH4	WTYCPH4	9105-41B 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9677-PH5	WTYCPH5	9105-41B 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9677-PF3	WTYCPF3	9105-41B 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9677-PF4	WTYCPF4	9105-41B 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9677-PF5	WTYCPF5	9105-41B 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9677-P23	WTYCP23	9105-41B 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9677-P24	WTYCP24	9105-41B 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9677-P25	WTYCP25	9105-41B 5 year, IBM Power Expert Care Premium,

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			48hr Committed Fix
EX53	9677-P33	WTYCP33	9105-41B 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9677-P34	WTYCP34	9105-41B 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9677-P35	WTYCP35	9105-41B 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9618-B03	WTYCB03	9786-22H 3 year, IBM Power Expert Care Basic
EXB4	9618-B04	WTYCB04	9786-22H 4 year, IBM Power Expert Care Basic
EXB5	9618-B05	WTYCB05	9786-22H 5 year, IBM Power Expert Care Basic
EXA3	9618-A03	WTYCA03	9786-22H 3 year, IBM Power Expert Care Advanced
EXA4	9618-A04	WTYCA04	9786-22H 4 year, IBM Power Expert Care Advanced
EXA5	9618-A05	WTYCA05	9786-22H 5 year, IBM Power Expert Care Advanced
EXP3	9618-P03	WTYCP03	9786-22H 3 year, IBM Power Expert Care Premium
EXP4	9618-P04	WTYCP04	9786-22H 4 year, IBM Power Expert Care Premium
EXP5	9618-P05	WTYCP05	9786-22H 5 year, IBM Power Expert Care Premium
EX63	9618-A63	WTYCA63	9786-22H 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9618-A64	WTYCA64	9786-22H 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9618-A65	WTYCA65	9786-22H 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9618-A83	WTYCA83	9786-22H 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9618-A84	WTYCA84	9786-22H 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9618-A85	WTYCA85	9786-22H 5 year, IBM Power Expert

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			Care Advanced, 8hr Committed Fix
EXH3	9618-AH3	WTYCAH3	9786-22H 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9618-AH4	WTYCAH4	9786-22H 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9618-AH5	WTYCAH5	9786-22H 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9618-AF3	WTYCAF3	9786-22H 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9618-AF4	WTYCAF4	9786-22H 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9618-AF5	WTYCAF5	9786-22H 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9618-A23	WTYCA23	9786-22H 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9618-A24	WTYCA24	9786-22H 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9618-A25	WTYCA25	9786-22H 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9618-A33	WTYCA33	9786-22H 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9618-A34	WTYCA34	9786-22H 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9618-A35	WTYCA35	9786-22H 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9618-P63	WTYCP63	9786-22H 3 year, IBM Power Expert Care Premium, 6hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX74	9618-P64	WTYCP64	9786-22H 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9618-P65	WTYCP65	9786-22H 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9618-P83	WTYCP83	9786-22H 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9618-P84	WTYCP84	9786-22H 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9618-P85	WTYCP85	9786-22H 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9618-PH3	WTYCPH3	9786-22H 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9618-PH4	WTYCPH4	9786-22H 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9618-PH5	WTYCPH5	9786-22H 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9618-PF3	WTYCPF3	9786-22H 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9618-PF4	WTYCPF4	9786-22H 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9618-PF5	WTYCPF5	9786-22H 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9618-P23	WTYCP23	9786-22H 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9618-P24	WTYCP24	9786-22H 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9618-P25	WTYCP25	9786-22H 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9618-P33	WTYCP33	9786-22H 3 year, IBM Power Expert

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			Care Premium, 72hr Committed Fix
EX54	9618-P34	WTYCP34	9786-22H 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9618-P35	WTYCP35	9786-22H 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9669-B03	WTYCB03	9786-42H 3 year, IBM Power Expert Care Basic
EXB4	9669-B04	WTYCB04	9786-42H 4 year, IBM Power Expert Care Basic
EXB5	9669-B05	WTYCB05	9786-42H 5 year, IBM Power Expert Care Basic
EXA3	9669-A03	WTYCA03	9786-42H 3 year, IBM Power Expert Care Advanced
EXA4	9669-A04	WTYCA04	9786-42H 4 year, IBM Power Expert Care Advanced
EXA5	9669-A05	WTYCA05	9786-42H 5 year, IBM Power Expert Care Advanced
EXP3	9669-P03	WTYCP03	9786-42H 3 year, IBM Power Expert Care Premium
EXP4	9669-P04	WTYCP04	9786-42H 4 year, IBM Power Expert Care Premium
EXP5	9669-P05	WTYCP05	9786-42H 5 year, IBM Power Expert Care Premium
EX63	9669-A63	WTYCA63	9786-42H 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9669-A64	WTYCA64	9786-42H 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9669-A65	WTYCA65	9786-42H 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9669-A83	WTYCA83	9786-42H 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9669-A84	WTYCA84	9786-42H 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9669-A85	WTYCA85	9786-42H 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9669-AH3	WTYCAH3	9786-42H 3 year, IBM Power Expert

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			Care Advanced, 12hr Committed Fix
EXH4	9669-AH4	WTYCAH4	9786-42H 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9669-AH5	WTYCAH5	9786-42H 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9669-AF3	WTYCAF3	9786-42H 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9669-AF4	WTYCAF4	9786-42H 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9669-AF5	WTYCAF5	9786-42H 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9669-A23	WTYCA23	9786-42H 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9669-A24	WTYCA24	9786-42H 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9669-A25	WTYCA25	9786-42H 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9669-A33	WTYCA33	9786-42H 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9669-A34	WTYCA34	9786-42H 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9669-A35	WTYCA35	9786-42H 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9669-P63	WTYCP63	9786-42H 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9669-P64	WTYCP64	9786-42H 4 year, IBM Power Expert Care Premium, 6hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX75	9669-P65	WTYCP65	9786-42H 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9669-P83	WTYCP83	9786-42H 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9669-P84	WTYCP84	9786-42H 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9669-P85	WTYCP85	9786-42H 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9669-PH3	WTYCPH3	9786-42H 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9669-PH4	WTYCPH4	9786-42H 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9669-PH5	WTYCPH5	9786-42H 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9669-PF3	WTYCPF3	9786-42H 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9669-PF4	WTYCPF4	9786-42H 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9669-PF5	WTYCPF5	9786-42H 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9669-P23	WTYCP23	9786-42H 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9669-P24	WTYCP24	9786-42H 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9669-P25	WTYCP25	9786-42H 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9669-P33	WTYCP33	9786-42H 3 year, IBM Power Expert Care Premium, 72hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX54	9669-P34	WTYCP34	9786-42H 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9669-P35	WTYCP35	9786-42H 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9619-B03	WTYCB03	9105-22A 3 year, IBM Power Expert Care Basic
EXB4	9619-B04	WTYCB04	9105-22A 4 year, IBM Power Expert Care Basic
EXB5	9619-B05	WTYCB05	9105-22A 5 year, IBM Power Expert Care Basic
EXA3	9619-A03	WTYCA03	9105-22A 3 year, IBM Power Expert Care Advanced
EXA4	9619-A04	WTYCA04	9105-22A 4 year, IBM Power Expert Care Advanced
EXA5	9619-A05	WTYCA05	9105-22A 5 year, IBM Power Expert Care Advanced
EXP3	9619-P03	WTYCP03	9105-22A 3 year, IBM Power Expert Care Premium
EXP4	9619-P04	WTYCP04	9105-22A 4 year, IBM Power Expert Care Premium
EXP5	9619-P05	WTYCP05	9105-22A 5 year, IBM Power Expert Care Premium
EX63	9619-A63	WTYCA63	9105-22A 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9619-A64	WTYCA64	9105-22A 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9619-A65	WTYCA65	9105-22A 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9619-A83	WTYCA83	9105-22A 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9619-A84	WTYCA84	9105-22A 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9619-A85	WTYCA85	9105-22A 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9619-AH3	WTYCAH3	9105-22A 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EXH4	9619-AH4	WTYCAH4	9105-22A 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH5	9619-AH5	WTYCAH5	9105-22A 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9619-AF3	WTYCAF3	9105-22A 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9619-AF4	WTYCAF4	9105-22A 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9619-AF5	WTYCAF5	9105-22A 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9619-A23	WTYCA23	9105-22A 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9619-A24	WTYCA24	9105-22A 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9619-A25	WTYCA25	9105-22A 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9619-A33	WTYCA33	9105-22A 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9619-A34	WTYCA34	9105-22A 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9619-A35	WTYCA35	9105-22A 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9619-P63	WTYCP63	9105-22A 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9619-P64	WTYCP64	9105-22A 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9619-P65	WTYCP65	9105-22A 5 year, IBM Power Expert Care Premium, 6hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX93	9619-P83	WTYCP83	9105-22A 3 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX94	9619-P84	WTYCP84	9105-22A 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9619-P85	WTYCP85	9105-22A 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9619-PH3	WTYCPH3	9105-22A 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9619-PH4	WTYCPH4	9105-22A 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9619-PH5	WTYCPH5	9105-22A 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9619-PF3	WTYCPF3	9105-22A 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9619-PF4	WTYCPF4	9105-22A 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9619-PF5	WTYCPF5	9105-22A 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9619-P23	WTYCP23	9105-22A 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9619-P24	WTYCP24	9105-22A 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9619-P25	WTYCP25	9105-22A 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9619-P33	WTYCP33	9105-22A 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9619-P34	WTYCP34	9105-22A 4 year, IBM Power Expert Care Premium, 72hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX55	9619-P35	WTYCP35	9105-22A 5 year, IBM Power Expert Care Premium, 72hr Committed Fix
EXB3	9620-B03	WTYCB03	9105-42A 3 year, IBM Power Expert Care Basic
EXB4	9620-B04	WTYCB04	9105-42A 4 year, IBM Power Expert Care Basic
EXB5	9620-B05	WTYCB05	9105-42A 5 year, IBM Power Expert Care Basic
EXA3	9620-A03	WTYCA03	9105-42A 3 year, IBM Power Expert Care Advanced
EXA4	9620-A04	WTYCA04	9105-42A 4 year, IBM Power Expert Care Advanced
EXA5	9620-A05	WTYCA05	9105-42A 5 year, IBM Power Expert Care Advanced
EXP3	9620-P03	WTYCP03	9105-42A 3 year, IBM Power Expert Care Premium
EXP4	9620-P04	WTYCP04	9105-42A 4 year, IBM Power Expert Care Premium
EXP5	9620-P05	WTYCP05	9105-42A 5 year, IBM Power Expert Care Premium
EX63	9620-A63	WTYCA63	9105-42A 3 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX64	9620-A64	WTYCA64	9105-42A 4 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX65	9620-A65	WTYCA65	9105-42A 5 year, IBM Power Expert Care Advanced, 6hr Committed Fix
EX83	9620-A83	WTYCA83	9105-42A 3 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX84	9620-A84	WTYCA84	9105-42A 4 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EX85	9620-A85	WTYCA85	9105-42A 5 year, IBM Power Expert Care Advanced, 8hr Committed Fix
EXH3	9620-AH3	WTYCAH3	9105-42A 3 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXH4	9620-AH4	WTYCAH4	9105-42A 4 year, IBM Power Expert Care Advanced, 12hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EXH5	9620-AH5	WTYCAH5	9105-42A 5 year, IBM Power Expert Care Advanced, 12hr Committed Fix
EXF3	9620-AF3	WTYCAF3	9105-42A 3 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF4	9620-AF4	WTYCAF4	9105-42A 4 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EXF5	9620-AF5	WTYCAF5	9105-42A 5 year, IBM Power Expert Care Advanced, 24hr Committed Fix
EX23	9620-A23	WTYCA23	9105-42A 3 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX24	9620-A24	WTYCA24	9105-42A 4 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX25	9620-A25	WTYCA25	9105-42A 5 year, IBM Power Expert Care Advanced, 48hr Committed Fix
EX33	9620-A33	WTYCA33	9105-42A 3 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX34	9620-A34	WTYCA34	9105-42A 4 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX35	9620-A35	WTYCA35	9105-42A 5 year, IBM Power Expert Care Advanced, 72hr Committed Fix
EX73	9620-P63	WTYCP63	9105-42A 3 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX74	9620-P64	WTYCP64	9105-42A 4 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX75	9620-P65	WTYCP65	9105-42A 5 year, IBM Power Expert Care Premium, 6hr Committed Fix
EX93	9620-P83	WTYCP83	9105-42A 3 year, IBM Power Expert Care Premium, 8hr Committed Fix

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EX94	9620-P84	WTYCP84	9105-42A 4 year, IBM Power Expert Care Premium, 8hr Committed Fix
EX95	9620-P85	WTYCP85	9105-42A 5 year, IBM Power Expert Care Premium, 8hr Committed Fix
EXJ3	9620-PH3	WTYCPH3	9105-42A 3 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ4	9620-PH4	WTYCPH4	9105-42A 4 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXJ5	9620-PH5	WTYCPH5	9105-42A 5 year, IBM Power Expert Care Premium, 12hr Committed Fix
EXG3	9620-PF3	WTYCPF3	9105-42A 3 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG4	9620-PF4	WTYCPF4	9105-42A 4 year, IBM Power Expert Care Premium, 24hr Committed Fix
EXG5	9620-PF5	WTYCPF5	9105-42A 5 year, IBM Power Expert Care Premium, 24hr Committed Fix
EX43	9620-P23	WTYCP23	9105-42A 3 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX44	9620-P24	WTYCP24	9105-42A 4 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX45	9620-P25	WTYCP25	9105-42A 5 year, IBM Power Expert Care Premium, 48hr Committed Fix
EX53	9620-P33	WTYCP33	9105-42A 3 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX54	9620-P34	WTYCP34	9105-42A 4 year, IBM Power Expert Care Premium, 72hr Committed Fix
EX55	9620-P35	WTYCP35	9105-42A 5 year, IBM Power Expert Care Premium,

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
			72hr Committed Fix

Accessibility by people with disabilities

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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.

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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.

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Country availability

Country	Planned availability date
Europe	
Aland Islands	July 22, 2022
Austria	July 22, 2022
Belgium	July 22, 2022
Bulgaria	July 22, 2022
Croatia	July 22, 2022
Cyprus	July 22, 2022
Czech Republic	July 22, 2022
Denmark	July 22, 2022
Estonia	July 22, 2022
Finland	July 22, 2022
France	July 22, 2022
Germany	July 22, 2022
Greece	July 22, 2022
Holy See (Vatican City State)	July 22, 2022
Hungary	July 22, 2022
Ireland	July 22, 2022
Israel	July 22, 2022
Italy	July 22, 2022
Latvia	July 22, 2022
Liechtenstein	July 22, 2022
Lithuania	July 22, 2022
Luxembourg	July 22, 2022
Malta	July 22, 2022
Netherlands	July 22, 2022
Norway	July 22, 2022
Poland	July 22, 2022
Portugal	July 22, 2022

Country	Planned availability date
Romania	July 22, 2022
San Marino	July 22, 2022
Serbia	July 22, 2022
Slovakia	July 22, 2022
Slovenia	July 22, 2022
Spain	July 22, 2022
Sweden	July 22, 2022
Switzerland	July 22, 2022
Ukraine	July 22, 2022
United Kingdom	July 22, 2022
Middle East and Africa	
Egypt	July 22, 2022
Ghana	July 22, 2022
Kenya	July 22, 2022
Morocco	July 22, 2022
Nigeria	July 22, 2022
Pakistan	July 22, 2022
Saudi Arabia	July 22, 2022
South Africa	January 20, 2023
Tunisia	July 22, 2022
Turkey	July 22, 2022
United Arab Emirates	July 22, 2022

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Corrections

(Corrected on July 22, 2022)

Modification made to the Overview.