

*Both of us agree to add the following Services as part of our ServiceElite contract.*

## IBM i Version 6.1 Service Extension Support

Notwithstanding the IBM Software Maintenance terms of the ServiceElite contract or Passport Advantage Agreement, as applicable, the following terms govern Service Extension Support.

### 1. Scope of Work

Service Extension Support (Service) includes remote assistance (from IBM's support center or by electronic access as specified below) in response to problems discovered after a Product reaches end of service. This Service does not include preventive service, or the provision of patches, bypasses, or fixes designed to address security.

Service location, applicable Services selected, supported products, charges, hours of coverage, service period dates and other details are specified in the Schedule. IBM Software Maintenance coverage is a mandatory prerequisite for this Service.

#### 1.1 Usage and Known Defect Support

IBM will:

- a. provide assistance for routine, short-duration installation and usage (how-to) questions and code related questions.
- b. provide assistance on supported product known defects on a commercially reasonable effort basis for which corrective service information and fixes are available and for which Client is entitled to receive support.

### 2. Client Responsibilities

Client agrees to install fix packages to update software to assist with problem resolution. If the fix package does not pass Client's test, IBM will use reasonable efforts to re-work the problem. Client will maintain IBM Software Maintenance or IBM Passport Advantage coverage as appropriate for the given Product.

### 3. Termination

IBM may withdraw this Service upon three months' written notice. Client may terminate the Service upon one month's written notice, after the Service has been in effect for at least two months for each of the Eligible Machines and supported Products. Client will receive a credit for any remaining prepaid period associated with the terminated Service. This Service does not automatically renew.

## Appendix A: Product Specific Terms

### A-1: AIX, i5/OS and IBM i

Refer to the supported Products listing for supported product and end of service details at <https://www-03.ibm.com/services/supline/products/>

Any newly acquired Eligible Machines and supported Products may be added upon written request, and once accepted by IBM will be reflected in the Schedule and may result in changes to the charge for this Service.

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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 Statement of Work, its applicable Transaction Documents, applicable Attachments, and the agreement in effect between us comprise the complete agreement regarding the Services described and replace any prior oral or written communications between Client and IBM. Each party accepts the terms of this Statement of Work by signing this Statement of Work by hand or, where recognized by law, electronically.

As used in this Statement of Work, "Client", "Customer", "you" and "your" refer to the contracting entity identified below.

**Agreed to:**

<Enterprise Name> (Client)

**Agreed to:**

International Business Machines Corporation (IBM)

By \_\_\_\_\_

Authorized signature

By \_\_\_\_\_

Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Reference Attachment number:

Enterprise number:

Statement of Work number:

Enterprise address:

IBM address: