



New Orchard Road
Armonk, New York 10504

Frequently Asked Questions

1. *Where can I find a list of product, offerings and part numbers divested to HCL?*

A list of part numbers included in this transaction can be found at the following URL: <https://www.ibm.com/products/hcl-divestiture>

2. *I received a letter that my contract is being 'assigned by notice' to HCL. What does this mean?*

If you received a letter notifying you that your contract is being assigned, it is being conveyed to HCL immediately upon the transfer of business. HCL will honor and fulfill the obligations in your IPAA/IPLA contract, and will provide Support for the offerings immediately upon transfer. At your next renewal, you will work directly with HCL. Only the portions of your contract that relate to the divested products will be transferred to HCL, remaining IBM software will continue to be contracted and supported by IBM through IBM's normal channels.

3. *I received a letter saying that my contract is being retained by IBM. What does this mean?*

Your contract is being retained by IBM through the expiration of the contract. Typically, this applies to ELA's, ESSO's, US Federal Government, and contracts that contain a specific reason to retain. For detailed information regarding your contract, please work with your IBM Software contact.

For all retained customers the following will apply:

For the duration of your contract, IBM will continue to provide subscription and support services for your registered entitlements pursuant to a subcontracting relationship with HCL. If you received an automated notification from IBM informing you that your open support cases have been closed, we would like to assure you that your pending support cases remain open and have been transferred to HCL. On July 2, 2019, HCL provided support credentials

pertaining to your open support cases. In the meantime, if you need assistance please visit HCL's new support portal at:

<https://hclpnpsupport.hcltech.com/csm> or send an email to HCL@us.ibm.com

Upon expiration of the current term of your Contract, you will be issued a Proof of Entitlement, at which time you will work directly HCL for continued support for these products and offerings.

4. I received a letter saying my contract requires written consent to assign. What does this mean?

Your primary Passport Advantage Online business contact with IBM will receive a request for consent to assign your organization's contract to HCL. They have been asked to respond within 30 days and provided instructions to return the agreement to HCL@us.ibm.com. Upon receipt of your consent the answer for contracts assigned to HCL will now apply.

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

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

IBM will no longer sell the divested products.

6. Will existing IBM Business be able to sell the divested products?

Any BP that sells products divested to HCL who wishes to continue selling these products will need to register to become an HCL partner. For more information see: <https://www.hclpartnerconnect.com/>

7. What do I do if I submitted my order / PO on the day the divestiture closed and my VAD was unable to process it in time?

All orders received via normal IBM processes before June 30, 2019 will be processed by IBM. Orders received after that time will be treated according to the type of order and category of customer outlined below.

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

IBM will no longer sell the products being divested to HCL as of June 30, 2019. Your order should be placed with HCL. If the order is part of a larger order with

IBM, IBM will follow up and request permission to complete the sale of the partial IBM order, excluding the divested products.

9. For customers with contracts assigned to HCL, how will renewals be processed?

Renewals for assigned customers will not be processed by IBM as of June 30, 2019. These renewals should now be processed with HCL or HCL's business partners.

10. For contracts retained by IBM, how will renewals be processed?

Renewals for retained contracts such as ELA's and ESSO's will automatically process via IBM normal business processes until the ELA end-date.

11. We received a quote or invoice from IBM or an IBM partner for renewal but did not submit the order before June 30, 2019. 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 you received a quote from IBM or an IBM Partner, the quote is no longer valid. Please contact HCL to receive a new quote. HCL will also provide instructions on how to process your orders with HCL. customersuccess@hcl.com

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

You may pay the invoice for only the non-divested products or request a new quote from IBM.

13. 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 response.

14. Our organization had an open quote or proposal from IBM when the transition occurred, what should we do?

If you are interested in pursuing the purchase, contact HCL customersuccess@hcl.com.

Support and Software Download Related Questions

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

Please visit HCL's new support portal at:

<https://hclpnpsupport.hcltech.com/csm>

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

Please contact IBM at 888-IBMSERV

17. How do we download software post transfer of business to HCL?

Please visit HCL's new support portal at:

<https://hclpnpsupport.hcltech.com/csm>.

Business Partner and VAD Related Questions

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

Please contact HCL at products-info@hcl.com

19. As a Business Partner, my customers have renewals coming due shortly, how can I process the renewal and if appropriate, expansion of licensing for them?

Business Partners should visit HCL Partner Connect to register as a BP with HCL.

<https://www.hcltechsw.com/wps/portal/resources/partner-connect>

How do Business Partners and VADs move forward doing business with HCL?

Find HCL partner information at:

<https://www.hcltechsw.com/wps/portal/resources/partner-connect>

Customer Contacts and Help

20. How do we get assistance or answers from IBM?

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

21. How do we get assistance or answers from HCL?

For information on HCL's Partner Program: <http://www.hclpartnerconnect.com/>

Follow HCL Software on LinkedIn: <https://www.linkedin.com/company/hcl-technologies-products-platforms-division/>

For information on HCL's Master License Agreement:

<https://www.hcltech.com/products-and-platforms/support/master-agreements>

For information on HCL's Support Offering: <https://www.hcltech.com/products-and-platforms/support/support-offering>

Additional Information: <https://www.hcltech.com/products-and-platforms/acquisition-updates>

Email HCL with questions, comments or feedback: products-info@hcl.com

22. Who is our HCL sales representative?

HCL will be introduced to many accounts by IBM and for others will offer methods for you to contact them directly. Your IBM rep will also know how to escalate request such as this or you can email HCL@us.ibm.com.

23. Our account was retained by IBM, can a HCL Business Partner sell directly to our account?

HCL or HCL Business Partners are the correct way to purchase new entitlements. New purchases made through HCL will not be part of your retained IBM contract.

US Federal, GOEs, and Government Accounts

24. Are there special rules or guidelines for Government customers?

IBM will be retaining government contracts until those contracts expire. IBM and HCL will be communicating a specific process for US Federal Government customers to order new licenses, complete renewals, and to get support.

For all retained government entities, upon expiration of the current term of your Contract (including any option periods), you will need to engage directly with HCL for continued support for any of the divested solutions. HCL has posted an FAQ regarding government entities:

https://www.hcltech.com/sites/default/files/federal_big_fix_questions_dec_18_2018.pdf