



RE: Welcome! IBM's acquisition of Verizon's cloud and managed hosting services business

Dear Valued Verizon Client,

On September 1, 2017, IBM acquired Verizon's cloud and managed hosting services business. Both IBM and Verizon are committed to maintaining the quality and continuity of service you expect. We're happy to let you know the team that has supported your solution is transitioning to IBM and will continue to support you as part of this agreement. Now part of IBM, this team is committed to delivering industry leading cloud-enabled services and integration.

As the Business Integration Executive for this project, my team's mission is to make this transition as smooth as possible for you, while delivering excellent service.

Verizon's cloud and managed hosting services business will become part of the IBM Global Technology Services (GTS) business unit. GTS offers end-to-end IT consulting and business services supported by an unparalleled global delivery network that is transforming its business to lead in an era of Cognitive and Cloud. IBM Bluemix cloud platform and IBM Services Platform with Watson provide our clients with enhanced infrastructure agility, improved application development, self-service and pay-as-you-use business models.

IBM will assume the management and ownership of the following Verizon cloud and managed services offerings:

- RAM (Remote Application Management)
- IPAH (IP Application Hosting)
- Managed Hosting
- ECME (Enterprise Cloud Managed Edition)
- Verizon Cloud (eCloud)
- Verizon Cloud Federal
- DBR (Data Backup and Recovery)
- VDR (Virtual Disaster Recovery)

Information about operational changes you may experience as a result of this acquisition can be found at the bottom of this letter and in the "Doing Business with IBM" (DBWI) guide at <http://ibm.biz/vzcloud>. Please review the details provided in this document and share with the appropriate individual(s) in your company who are engaged with these services.

IBM is committed to providing enhanced value to you, and to have a smooth transition to our services. We will provide updates to you at regular intervals throughout this process. For any questions, please contact your IT Solutions Sales Representative or Service Delivery Manager, as they remain your primary contacts.

We look forward to continuing to serve you. Again, welcome to IBM!

Sincerely,

Bernie Hoecker

A handwritten signature in cursive script that reads "Bernie".

General Manager, IBM Global Technology Services