



## IBM Secure Support via U.S. citizens



IBM® Secure Support via U.S. citizens is for clients requiring extra care handling their data. You will have IBM's world-class remote technical support delivered exclusively by U.S. citizens located in the continental United States. Your data analysis and call data will be contained within a facility that meets U.S. Government standards for data security.

### Meeting your unique support requirements

Many organizations have stringent data security and privacy policies that govern how their data must be handled. If your operations do not permit unsecured external electronic connections, or require that any support personnel who work with your data be U.S. citizens, then IBM's Secure Support via U.S. citizens is for you.

With IBM's Secure Support, you will gain access to all the features of IBM's standard support designed specifically for you, the secure client, to drive up your overall system's availability and stability.

### Support in the U.S. by U.S. citizens

You will have telephone support consisting of IBM support professionals, who are U.S. citizens. Feel confident knowing IBM Secure Support via U.S. citizens has the ability to support the most stringent government security requirements today (and into the future).

Our facility is built to U.S. Government standards in Raleigh, NC.

Support staffed by U.S. citizens in the continental U.S.

IBM world-class support tools and processes

Customer data auditing and destruction

Telephone support provided during regular business hours of 8 a.m. to 8 p.m. Eastern Time, Monday through Friday\*

## Type of support provided

Problem determination or problem-source identification for IBM software using only U.S. citizens

Proven IBM support processes

Assistance for routine, short duration installation and usage (how-to) questions

Assistance with code-related questions ("Support")

## Limitations

Complements your software subscription and support, Passport Advantage, Passport Advantage Express or other appropriate IBM agreement

Secure Support is limited to current version and release for major IBM software products

Reference the IBM Software Support Lifecycle policy: [ibm.com/software/lotus/support/lifecycle/](http://ibm.com/software/lotus/support/lifecycle/)

Secure data transmission requires special connections to IBM's facility—service requests that are submitted electronically through the open Internet are not secure\*\*

Support is provided for a particular version only until IBM withdraws support for that program's version or release

When such support is withdrawn, client must upgrade to a supported version or release of the program in order to continue to receive such support

For additional information, please contact:

[software\\_accelerated\\_value@us.ibm.com](mailto:software_accelerated_value@us.ibm.com)



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\* 24x7 software support for business critical outages is available through a customer's standard support entitlement. U.S. citizen support is only guaranteed during the hours of 8 a.m. to 8 p.m. Eastern Time.

\*\* No client sensitive data should be sent by the client via electronic service request tool.