

MIBB Statement of Work

Machine Control Program Remote Support for Hardware Management Console

Service Description

Machine Control Program Remote Support for Hardware Management Console (called MCRSA or the Service) is provided remotely, only for Machine Control Programs (MCP) defined as code delivered with an IBM Machine that executes below the external user interface (i.e., is implemented in a part of storage that is not addressable by user programs). IBM hardware warranty or hardware maintenance is a mandatory prerequisite for this Service. MIBB will provide Client with remote assistance (via telephone from MIBB's support centre or via electronic access) in response to Client's routine installation, configuration, and usage (how-to) questions pertaining to MCPs on Client's covered IBM Machines. Service is provided during normal business hours in the local time zone where Client receives the Service. For an additional charge, Client may upgrade hours of coverage to 24x7.

MCRSA does not include assistance for 1) the design and development of code, 2) Client's use of a MCP in other than its specified operating environment, 3) use on other than the specified Machine, or 4) failures caused by products for which MIBB is not responsible under this Service.

This Service does not include on-site assistance at Client's location.

MIBB will provide the Services through its subcontractors and affiliates.

This Statement of Work, its applicable Transaction Documents, applicable Attachments, and the Agreement in effect between us are the complete agreement regarding Services and replace any prior oral or written communication between us. Accordingly, neither party is relying upon any representation that is not specified in the complete agreement including, without limitation, any representations concerning 1) levels of service, hours, or charges to provide any Service; 2) the experiences of other clients; or 3) results or savings Client may achieve. Client accepts the terms of this Transaction Document by 1) ordering, paying for, or using the Service referenced herein, or 2) signing it (or another document that incorporates it by reference) by hand or electronically where recognized by law, if signature is required by either party.