

Engage the Support Team Voice/ESR

With Software Maintenance under the Passport Advantage program, IBM customers are entitled to remote telephone support. This infogramme is intended to provide both IBM customers and IBM employees an easy 1-2-3 guide to engaging IBM Support with minimum effort.

Step 1 - Prepare

What is needed for a new Service Request?

- IBM Customer number - 7 digits (first char 0)
- Contact Name - First and Last name
- Telephone number (area and country code where applicable)
- Software Product and version that you require assistance with
- Operating system and version
- Machine Type and Serial number for problems with iSeries or pSeries operating platforms
- Severity of the problem
- Problem Description summary
- The Call Entry consultant will provide you with a service call reference number. (PMR)

What is needed to recall on an existing call?

- IBM Customer number - 7 digits
- The service call reference number (PMR)

The Call Entry consultant should confirm the following:

- Contact name and phone number
- Severity

Step 2 - Place a call

Either:

- Pick up your **phone** and place a call - see the numbers to the right, or
- Go to the **website** and place a call

Electronic support

To access you will need an IBM ID - your single point of access to IBM web applications. The benefits of having an IBM Registration ID will increase over time as more and more IBM applications migrate to IBM Registration.

IBM has several sites available for electronic call placement. The most widely used are:

- IBM Registration: <https://www.ibm.com/account/profile/us?page=reg&ibmsst=allSupport>
- ESR: (PassportAdvantage products only)
<http://www.ibm.com/software/support/probsub.html>
- Send documents to support: <http://www-05.ibm.com/de/support/ecurep/index.html?ibmsst=allSupport>

If you have problems with registration, or STC details, email: apecare@sq.ibm.com

Step 3 - What happens after logging a call?

Response Times

Our target response times for all service requests are **2 hours** during business hours and 2 hours for severity 1 support outside business hours.

Business hours are 08:30am to 5pm, Monday to Friday, local time, excluding public holidays. For **severity 1** assistance outside business hours, ensure that you phone to place a recall with us and quote your service call reference number. Request that our support teams are paged to respond to you.

Escalation Process

If you need an update on the progress of your call, place a recall by phone or update your service request through one of our electronic call placement sites.

If you are not satisfied with the support you are receiving, phone and request that you speak with a **Software Service Delivery manager**.

Outside business hours, please request the **Duty Field Manager**.

Useful Links

The Software Support Handbook:
<http://techsupport.services.ibm.com/guides/handbook.html>

Registration for access to entitled WEB content for PassportAdvantage products:

1. <http://www.ibm.com/software/support/probsub.html>
2. Select 'ESR', then 'Register'

Supported Product List:

http://www-306.ibm.com/software/sysmgmt/products/support/Tivoli_Supported_Platforms.html

Knowledge base, downloads, online publications:

<http://www.ibm.com/software/support/>

Service Req/PMR Severities

Severity 1 = Critical business impact, or system down. This condition requires an immediate solution.

Severity 2 = Significant business impact, this indicates the program is usable but is severely limited.

Severity 3 = Some business impact, this indicates the program is usable with less significant features.

Severity 4 = Minimal business impact .

AP Support Call Numbers

Phone	(available 24x7)
Australia	131-426 or 61-7-55853280
China	800-810-1818 #5200 or 010-84981188
Hong Kong	852-8205-8288
India	1800-425-6666 or +91 080-26788970
Indonesia	001 803 61534
Japan	0120-557-972 (Prime Shift) 0120-557-985 (Off Shift Sev 1)
Korea	1588-5801
Malaysia	1800 88 8558 1800 807 735 - English only
New Zealand	0800 733 222
Singapore	1 800 3172 888 800 616 1850 - English only
Taiwan	0800-016-888 #2,3
Thailand	1800-299229 0018 0061 12853 - English only
Vietnam	
- Ho Chi Minh City	(84-8) 520 2090
- Hanoi	(84-4) 946 2000