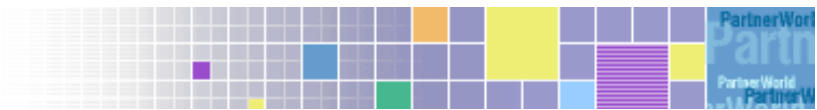




IBM
PartnerWorld for Software
2002 EMEA Addendum

A REFERENCE DOCUMENT OUTLINING
THE 2002 DIFFERENCES IN CRITERIA AND BENEFITS
FROM THE WORLDWIDE TRACK GUIDE
EFFECTIVE JANUARY 1, 2002



Addendum to the PartnerWorld for Software Track Guide EMEA

This document is the EMEA SPECIFIC addendum to the PartnerWorld for Software Track Guide, indicating the EMEA SPECIFIC exceptions to the worldwide program as it is documented in the 2002 PWSW Track Guide.

Track Guide Sections:

Section 1: Introduction

Consistent with Worldwide PartnerWorld for Software Track Guide

Section 2: PartnerWorld Overview

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 3: IBM Software Portfolio -

DB2, Lotus, Tivoli and WebSphere

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 4: What's New for 2002

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 5: Membership Requirements

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 6: Enterprise Capabilities

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 7: Benefit Offerings

7A - Standard

Consistent with Worldwide PartnerWorld for Software Track Guide, except for the following :

Marketing and Sales Support

Marketing Tools

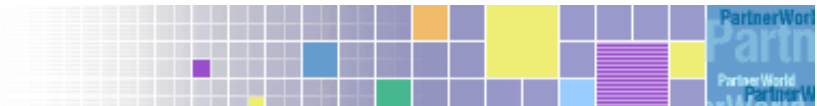
- Business Partner Events - this is not available in EMEA
- Campaign Designer - this benefit is being developed for introduction during 2002

IBM Start Now Solutions for e-business

- IBM Start Now Development, Marketing and Demand Generation Tools - the majority of this benefit is available, and other aspects will be introduced during 2002

Lead Management

- Eligible for Leads - this benefit is being developed for introduction during 2002



Education and Certification

Distance Learning

- Satellite Network Offerings - this is not available in EMEA

Relationship Support

Membership Support

Membership Centre Hot Line - in EMEA this service is provided by Software PartnerLine

7B - Incremental

Consistent with Worldwide PartnerWorld for Software Track Guide, except for the following :

Marketing and Sales Support

Marketing Tools

- Public Relations (PR) Support - this benefit is being developed for introduction during 2002

Education and Certification

Technical Education

- Pre announce and early training on new products and major releases - this benefit is being developed for introduction during 2002

Technical Support

Technical Mentoring

Technical sales support for significant opportunities - this benefit is being developed for introduction during 2002

Critical Implementation Support

On-site implementation support for significant engagement - this benefit is being developed for introduction during 2002

Section 8: Benefit Descriptions

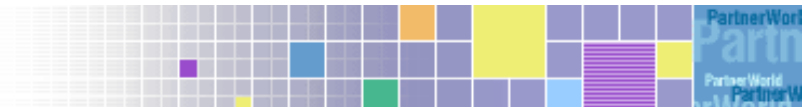
8A - Standard

Consistent with Worldwide PartnerWorld for Software Track Guide except for the following :

Naming and Emblem Usage

- IBM e-business Logo special requirements for Sweden

Information in Track Guide is correct, but special consideration is required for Sweden. IBM Sweden has come to an agreement with the Swedish teleoperator, Europolitan, that changes the red 'e' logo used by IBM as the trademark for e-business in Sweden. All usage of the red e-business logo will accordingly stop for all material produced for the Swedish market. This agreement applies not only to IBM Sweden but also to other organisations within the IBM Corporation. The agreement also requires IBM to inform customers and Business Partners that are entitled to use the e-business logo in its present design that such authorisation no longer applies in Sweden and that they are to cease all such usage by March 1, 2001. Notifications are now being made. Continued usage of the e-business logo in Sweden in its present design



after March 1, 2001 will be made without authorisation from IBM and could expose the user to legal action from Europolitan.

At the same time, IBM introduces a re-designed e-business logo for usage in Sweden. The new design will be used for all material produced in the Swedish language as well as for material in any other language explicitly aimed at the Swedish market. As of January 1, 2001, the new design will be used for all types of advertising (TV, printed publications, Internet, outdoor advertising, promotional material), as well as all types of Swedish marketing material. IBM will be forced to pay penalties to Europolitan for violations of the agreement.

The following marks available to Business Partners are included in the agreement:

- IBM Certified for e-business - Business Partner Emblem
- IBM Certified for e-business - individual certification identifier
- IBM e-business Mark
- IBM e-business logo

8B - Incremental

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 9: Value Package for Software

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 10: Top Contributor Initiatives

Consistent with Worldwide PartnerWorld for Software Track Guide.



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