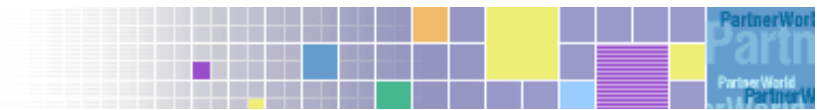




IBM
PartnerWorld for Software
2002 North American Addendum

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 North America

This document is the North American addendum to the PartnerWorld for Software Track Guide, indicating the North American 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.

7B - Incremental

Consistent with Worldwide PartnerWorld for Software Track Guide.

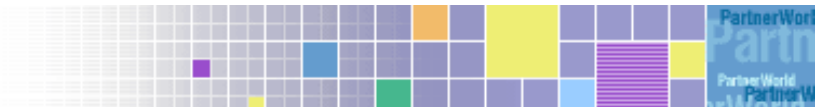
Section 8: Benefit Descriptions

8A - Standard

Consistent with Worldwide PartnerWorld for Software Track Guide.

8B - Incremental

Consistent with Worldwide PartnerWorld for Software Track Guide.



Section 9: Value Package for Software

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

(1) Addition to the Technical Support Value Package Benefits

In addition to the technical support benefits described in the Track Guide, North America also offers Solution-focused Voice Technical Support. PartnerWorld for Developers' solution-focused voice support addresses those situations that require a phone consultation during solution or system design. It offers solution and system design support for the IBM, Lotus and Tivoli software technologies across IBM hardware platforms. Premier and Advanced Business Partners who have purchased a Value Package are entitled to this benefit.

(2) Addition to the Marketing and Sales Support Value Package Benefits:

In addition to the marketing and sales support benefits described in the Track Guide, North America also offers the use of the IBM PartnerWorld for Software Trade Show Display Booths to Advanced and Premier Business Partners who have purchased a Value Package.

Section 10: Top Contributor Initiatives

Consistent with Worldwide PartnerWorld for Software Track Guide.



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