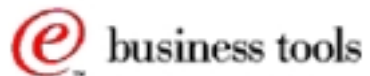# Service and Support

IBM NetVista Thin Client Express

NetVista

Thin Client Express

Support Plan

24 May 00

IBM NetVista Thin Clients
Access for today, flexibility for tomorrow

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Service and Support At A Glance...

Same support as provided for Thin Client Manager V2R1.

Software

Via Support Line

Hardware

Via country hardware service line

Sales

Partnerline / Techline / ViewBlue

For additional details regarding Service and Support

See http://www.pc.ibm.com/ww/netvista/thinclient, from left hand column, select "Support," then select "Service and Support Information"

Software Support - Customers

► **Telephone software service and support**
- ◆ **Outside the US, support may be provided under a Business Partner contract or an IBM Support Line contract. In US, provided by a Support Line contract.**

► **Hardware service line for hardware service and support**
- ◆ **Customer Carry-In Exchange via mail or on-site upgrade available. Outside the US, call your country hardware service line. US, call 800-IBM-SERV.**

► **Additional Services/Support**
- ◆ **Website: http://www.pc.ibm.com/netvista/thinclient ,** select "Support"
  - ✓ Frequently Asked Questions, Hints and Tips, On-line pubs, and more.

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Business Partner - Sales Support

► **Authorized IBM Tier 1**
- ◆ **Outside the US, use current country entitlement. US offers PartnerLine, NETeam, BESTeam.**

► **Authorized Tier 2**
- ◆ **Contact the Distributor**

► **Business Partners in Europe**
- ◆ **Qualified Business Partners supported via phone and e-mail by the Hursley Center of Competency.**

► **Field Technical Sales Specialists or Brand Sales Specialists**
- ◆ **May not available in all countries**

Business Partner - Usage and Defect

► **Authorized IBM Tier 1**

  ◆ **Outside the US, use current country entitlement. US offers PartnerLine, NETeam, BESTeam.**

► **Authorized Tier 2**

  ◆ **Contact the Distributor or purchase an IBM Support Line contract.**

► **Business Partners in Europe**

  ◆ **Qualified Business Partners supported via phone & e-mail by the Hursley Center of Competency.**

► **Hardware service line for hardware service and support**

  ◆ **Customer Carry-In Exchange via mail or on-site upgrade available. Outside the US, call your country hardware service line. US, call 800-IBM-SERV.**

Internal Support

► **Sales Support**
- ◆ **Techline**
  - ✓ Outside the Americas, contact local Techline.
  - ✓ Americas: http://w3.techline.ibm.com, comline@ibmus, t/l 445-6500 (option #8)
- ◆ **ViewBlue**
  - ✓ http://w3.viewblue.ibm.com
- ◆ **Field Technical Sales Specialists or Brand Sales Specialists**
  - ✓ May not available in all countries
- ◆ **Internal Website**
  - ✓ http://w3.ibm.com/nc

► **Critical Situation and Key Customer Problem Resolution**
- ◆ **WW Contact: Tracy Wells Porter**

► **Solution Design /Technical Consultancy**
- ◆ **NA, LA and AP: Keith Bright**
- ◆ **EMEA: Dave J Brown**

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