

Notice to Customers

May 21, 2010

Services Withdrawal: Declaration of plan to discontinue maintenance services for selected machines

IBM United States is announcing its plan to withdraw from maintenance services, the machine types and model numbers listed on the attached pages. The discontinuance/withdrawal action is necessary due to the 2007 sale of the IBM Printing Systems Division to Ricoh and the formation of the InfoPrint Solutions Company.

As part of our commitment to make this transition as seamless as possible for you, our valued customer, you have the option of transferring your existing printer maintenance contract to InfoPrint Solutions Company. Upon assignment, the applicable InfoPrint Solutions organization or subsidiary will assume all of the rights, obligations and responsibilities under your assigned contract(s) in place of IBM or its local affiliate for printer products and services. If your contract(s) with IBM also relate to non-printer products and services, there will only be a partial assignment of the portion of those contracts related to printer products and services. This will result in two distinct but identical sets of base contract terms going forward after the assignment: one set with IBM or its local affiliate for those IBM products and services that will continue to be available from IBM; and the second set with the applicable InfoPrint Solutions organization or subsidiary for those products and services that will be available from InfoPrint Solutions.

As an alternative, you may work directly with the InfoPrint Solutions Company to establish a maintenance contract to maintain uninterrupted service of your printers. Please contact InfoPrint Solutions Company via email at sos@infoprint.com.

At this time, we are providing you with your final notice that the machine types and models listed will be terminated from IBM maintenance services under the IBM Customer Agreement (or comparable agreement between us), effective with the date listed below. IBM will not send any further correspondence of this nature for the machine types and models listed in this notice.

Should you require additional information, please contact your IBM representative.

For a detailed listing of all affected products refer to the IBM Maintenance Services, Services Withdrawal page at

<http://www-935.ibm.com/services/us/its/html/maintsvctwithdrawal.html>

If you have any questions or are unable to access or view this Web site, contact your IBM representative to obtain the complete printed copy of this announcement including all affected products.

List A

IBM will withdraw from its lease, rental, and maintenance agreements the following machine types/models, effective September 30, 2010.

| | | | | | | | |
|------|-----|------|-----|------|-----|------|-----|
| 0105 | 001 | 0238 | V1P | 1332 | 031 | 2710 | MS1 |
| 0105 | 840 | 0238 | V20 | 1332 | 032 | 2710 | NP1 |
| 0117 | 001 | 0238 | V5P | 1332 | 033 | 2710 | RP1 |
| 0117 | 096 | 0239 | 004 | 1332 | 034 | 2770 | 001 |
| 0117 | SB3 | 0239 | 006 | 1332 | 038 | 2770 | 002 |
| 0214 | M92 | 0239 | 008 | 1332 | 041 | 2785 | 001 |
| 0215 | 004 | 0254 | F01 | 1332 | 054 | 2790 | 001 |
| 0215 | 005 | 0254 | OCF | 1332 | 0F5 | 2794 | 001 |
| 0215 | 008 | 1154 | PWS | 1332 | 0M3 | 3124 | 001 |
| 0215 | 009 | 1322 | 021 | 1332 | 0T5 | 3124 | RPQ |
| 0215 | 010 | 1322 | 150 | 1332 | DST | 3262 | 001 |
| 0215 | 012 | 1322 | C61 | 1332 | I31 | 3262 | 002 |
| 0215 | 014 | 1322 | C62 | 1332 | MP3 | 3262 | 003 |
| 0215 | 015 | 1322 | CS4 | 1332 | P20 | 3262 | 005 |
| 0215 | 020 | 1322 | FS4 | 1332 | P25 | 3262 | 011 |
| 0215 | 050 | 1322 | FS6 | 1332 | P30 | 3262 | 012 |
| 0215 | 04P | 1322 | LC6 | 1332 | P35 | 3262 | 013 |
| 0215 | 05P | 1322 | LS6 | 1332 | S24 | 3262 | A01 |
| 0215 | 08P | 1322 | LSO | 1357 | 002 | 3262 | B01 |
| 0215 | 09P | 1322 | LST | 2051 | 001 | 3262 | C01 |
| 0215 | I05 | 1322 | PLM | 2492 | 001 | 3283 | 052 |
| 0215 | I10 | 1322 | RW6 | 2494 | 001 | 3283 | 053 |
| 0215 | I15 | 1322 | SE6 | 2496 | 001 | 3287 | 001 |
| 0215 | I1P | 1322 | TS4 | 2705 | 001 | 3287 | 002 |
| 0215 | I20 | 1322 | TS6 | 2706 | 001 | 3287 | 011 |
| 0215 | I24 | 1322 | UW4 | 2707 | 001 | 3287 | 012 |
| 0215 | I2S | 1322 | UW6 | 2707 | 002 | 3287 | C01 |
| 0215 | I5P | 1322 | VU6 | 2707 | 003 | 3287 | C02 |
| 0215 | P10 | 1322 | WB4 | 2708 | M01 | 3300 | ED1 |
| 0215 | P50 | 1322 | WBV | 2708 | M02 | 3300 | ED2 |
| 0236 | R40 | 1322 | WVU | 2708 | M03 | 3300 | ES1 |
| 0236 | R60 | 1332 | 002 | 2708 | P01 | 3835 | 001 |
| 0236 | R80 | 1332 | 003 | 2708 | P02 | 3835 | 002 |
| 0237 | M40 | 1332 | 005 | 2708 | P03 | 3899 | 006 |
| 0238 | D3C | 1332 | 006 | 2709 | M01 | 3899 | 008 |
| 0238 | D3P | 1332 | 007 | 2709 | P01 | 3899 | 009 |
| 0238 | D6C | 1332 | 008 | 2709 | P02 | 3899 | 027 |
| 0238 | D8C | 1332 | 020 | 2710 | 001 | 3899 | 028 |
| 0238 | V05 | 1332 | 022 | 2710 | AF1 | 3899 | 029 |
| 0238 | V10 | 1332 | 024 | 2710 | AF2 | 3899 | 031 |
| 0238 | V15 | 1332 | 026 | 2710 | DP1 | 3899 | 040 |

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|------|-----|------|-----|------|-----|------|-----|
| 3899 | 102 | 4100 | HD2 | 4224 | 601 | 4224 | 3A2 |
| 3899 | 122 | 4100 | HD3 | 4224 | 602 | 4224 | 3A3 |
| 3899 | 132 | 4100 | HD4 | 4224 | 999 | 4224 | 3C2 |
| 3899 | 244 | 4100 | HD5 | 4224 | 1E3 | 4224 | 3F1 |
| 3899 | 530 | 4100 | HD6 | 4224 | 2E3 | 4224 | 3F2 |
| 3899 | 535 | 4100 | HS1 | 4224 | 3E3 | 4224 | 3H3 |
| 3899 | 550 | 4100 | HS2 | 4224 | 1A1 | 4224 | 3HF |
| 3899 | 555 | 4100 | HS3 | 4224 | 1A2 | 4224 | 4D1 |
| 3899 | 565 | 4100 | MD1 | 4224 | 1A3 | 4224 | 4D2 |
| 3899 | 566 | 4100 | MD2 | 4224 | 1C2 | 4224 | 4ED |
| 3899 | 568 | 4100 | MS1 | 4224 | 1CF | 4224 | 4EF |
| 3899 | 590 | 4100 | PD1 | 4224 | 1CI | 4224 | 4EI |
| 3899 | 595 | 4100 | PD2 | 4224 | 1EF | 4224 | 4F1 |
| 3899 | 730 | 4100 | PS1 | 4224 | 1EI | 4224 | 4F2 |
| 3899 | 735 | 4100 | TD1 | 4224 | 1F1 | 4224 | 4H3 |
| 3899 | 760 | 4100 | TD2 | 4224 | 1F2 | 4224 | 4HD |
| 3899 | 767 | 4100 | TD3 | 4224 | 1H3 | 4224 | 4HF |
| 3899 | F92 | 4100 | TD4 | 4224 | 1HD | 4224 | 4HI |
| 3899 | V29 | 4100 | TD5 | 4224 | 1HF | 4224 | 4I1 |
| 3899 | V92 | 4100 | TD6 | 4224 | 1HI | 4224 | 4I2 |
| 3900 | 001 | 4100 | TS1 | 4224 | 1I1 | 4224 | 5D1 |
| 3900 | 120 | 4100 | TS2 | 4224 | 1I2 | 4224 | 5D2 |
| 3900 | 150 | 4100 | TS3 | 4224 | 1S2 | 4224 | 5ED |
| 3900 | 600 | 4159 | 001 | 4224 | 2A1 | 4224 | 5EF |
| 3900 | 900 | 4161 | 001 | 4224 | 2A2 | 4224 | 5EI |
| 3900 | 0W1 | 4161 | 002 | 4224 | 2A3 | 4224 | 5F1 |
| 3900 | 0W3 | 4161 | 003 | 4224 | 2C2 | 4224 | 5F2 |
| 3900 | D01 | 4161 | 004 | 4224 | 2CD | 4224 | 5H3 |
| 3900 | D02 | 4161 | 005 | 4224 | 2CF | 4224 | 5HD |
| 3900 | DR1 | 4224 | 002 | 4224 | 2CI | 4224 | 5HF |
| 3900 | DR2 | 4224 | 1E2 | 4224 | 2D1 | 4224 | 5HI |
| 3900 | DW1 | 4224 | 101 | 4224 | 2D2 | 4224 | 5I1 |
| 3900 | DW2 | 4224 | 102 | 4224 | 2ED | 4224 | 5I2 |
| 4000 | ID1 | 4224 | 2E2 | 4224 | 2EE | 4224 | 6D1 |
| 4000 | ID2 | 4224 | 201 | 4224 | 2EF | 4224 | 6D2 |
| 4000 | ID3 | 4224 | 202 | 4224 | 2EI | 4224 | 6F1 |
| 4000 | ID4 | 4224 | 3E2 | 4224 | 2F1 | 4224 | 6F2 |
| 4000 | ID5 | 4224 | 301 | 4224 | 2F2 | 4224 | 6H3 |
| 4000 | ID6 | 4224 | 302 | 4224 | 2H3 | 4224 | 6HD |
| 4000 | IR1 | 4224 | 4E2 | 4224 | 2HD | 4224 | 6HF |
| 4000 | IR2 | 4224 | 401 | 4224 | 2HF | 4224 | 6HI |
| 4000 | IR3 | 4224 | 402 | 4224 | 2HI | 4224 | 6I1 |
| 4000 | IR4 | 4224 | 422 | 4224 | 2I1 | 4224 | 6I2 |
| 4000 | IS1 | 4224 | 5E2 | 4224 | 2I2 | 4224 | ID1 |
| 4000 | IS2 | 4224 | 501 | 4224 | 2S2 | 4230 | 002 |
| 4100 | HD1 | 4224 | 502 | 4224 | 3A1 | 4230 | 101 |

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|------|-----|------|-----|------|-----|------|-----|
| 4230 | 102 | 4345 | N50 | 4542 | 102 | 4548 | G02 |
| 4230 | 201 | 4372 | 001 | 4542 | 103 | 4548 | N01 |
| 4230 | 202 | 4372 | 002 | 4542 | 111 | 4548 | N02 |
| 4230 | 1F1 | 4400 | 004 | 4542 | 112 | 4549 | D01 |
| 4230 | 1F2 | 4400 | 006 | 4542 | 113 | 4549 | D02 |
| 4230 | 1G2 | 4400 | 008 | 4542 | D01 | 4549 | XD2 |
| 4230 | 1I1 | 4500 | C01 | 4542 | D02 | 4551 | DN1 |
| 4230 | 1I2 | 4536 | 001 | 4542 | D03 | 4551 | DN2 |
| 4230 | 1S1 | 4536 | 002 | 4542 | D11 | 4551 | GD1 |
| 4230 | 1S2 | 4536 | 003 | 4542 | D12 | 4551 | GD2 |
| 4230 | 1T1 | 4536 | MN1 | 4542 | D13 | 4551 | MN1 |
| 4230 | 2A2 | 4536 | N01 | 4543 | 001 | 4551 | N01 |
| 4230 | 2F1 | 4536 | N02 | 4543 | 002 | 4551 | N02 |
| 4230 | 2F2 | 4537 | 001 | 4543 | 003 | 4551 | XN2 |
| 4230 | 2I1 | 4537 | 002 | 4543 | 101 | 4552 | DN1 |
| 4230 | 2I2 | 4537 | 003 | 4543 | 102 | 4552 | DN2 |
| 4230 | 2S2 | 4537 | D01 | 4543 | 103 | 4552 | GD1 |
| 4230 | 4I3 | 4537 | DN1 | 4543 | 201 | 4552 | GD2 |
| 4230 | 4S3 | 4537 | DN2 | 4543 | 202 | 4552 | N01 |
| 4230 | 5I3 | 4537 | GN1 | 4543 | 203 | 4552 | N02 |
| 4230 | 5S3 | 4537 | N01 | 4544 | 001 | 4553 | D03 |
| 4232 | 302 | 4537 | N02 | 4544 | 002 | 4553 | DN1 |
| 4234 | 001 | 4538 | 001 | 4544 | 011 | 4553 | DN2 |
| 4234 | 002 | 4538 | DN1 | 4544 | 012 | 4553 | GD1 |
| 4234 | 007 | 4538 | DN2 | 4544 | D11 | 4553 | GD2 |
| 4234 | 008 | 4538 | GN1 | 4544 | X11 | 4553 | N01 |
| 4234 | 009 | 4538 | MN1 | 4544 | X12 | 4553 | N02 |
| 4234 | 011 | 4538 | N01 | 4545 | 001 | 4564 | DN1 |
| 4234 | 012 | 4538 | N02 | 4545 | 002 | 4564 | DN2 |
| 4234 | 013 | 4538 | N03 | 4545 | DN1 | 4564 | GD1 |
| 4245 | 012 | 4539 | DN1 | 4545 | DN2 | 4564 | GD2 |
| 4245 | 020 | 4539 | DN2 | 4545 | N01 | 4564 | XD2 |
| 4245 | D12 | 4539 | GD1 | 4545 | N02 | 4565 | DN1 |
| 4245 | D20 | 4539 | GN1 | 4546 | 501 | 4565 | DN2 |
| 4245 | T12 | 4539 | N01 | 4546 | 502 | 4565 | DT1 |
| 4245 | T20 | 4539 | N02 | 4546 | 2N2 | 4565 | DT2 |
| 4247 | 001 | 4541 | 001 | 4546 | 4G1 | 4565 | DW1 |
| 4247 | 002 | 4541 | 002 | 4546 | 4N1 | 4565 | DW2 |
| 4247 | 003 | 4541 | X02 | 4546 | 4N2 | 4565 | GD1 |
| 4247 | A00 | 4542 | 001 | 4546 | 5G1 | 4565 | GD2 |
| 4247 | L03 | 4542 | 002 | 4546 | X22 | 4565 | MD1 |
| 4247 | V03 | 4542 | 003 | 4546 | X41 | 4565 | XD2 |
| 4247 | X03 | 4542 | 011 | 4546 | X42 | 4566 | DN1 |
| 4247 | Z03 | 4542 | 012 | 4546 | X51 | 4566 | DN2 |
| 4345 | 003 | 4542 | 013 | 4546 | X52 | 4567 | DN1 |
| 4345 | DN1 | 4542 | 101 | 4548 | G01 | 4567 | DN2 |

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|------|-----|------|-----|------|-----|------|-----|
| 4567 | DT1 | 4864 | DN1 | 4930 | DN1 | 4960 | HD2 |
| 4567 | DT2 | 4864 | DN2 | 4930 | DN2 | 4976 | DN1 |
| 4567 | G01 | 4886 | DN1 | 4930 | N01 | 4976 | DN2 |
| 4567 | G02 | 4886 | DN2 | 4930 | N02 | 4976 | DW1 |
| 4567 | GN1 | 4887 | DN1 | 4930 | N03 | 4976 | DW2 |
| 4567 | GN2 | 4887 | DN2 | 4931 | 301 | 4976 | GD1 |
| 4567 | MN1 | 4890 | 001 | 4931 | 302 | 4976 | GD2 |
| 4568 | BD1 | 4896 | 101 | 4931 | 303 | 4976 | GN1 |
| 4568 | BD2 | 4896 | 111 | 4931 | 3G1 | 4976 | GN2 |
| 4568 | FD1 | 4896 | 201 | 4931 | 4D1 | 4976 | N01 |
| 4568 | FD2 | 4896 | 211 | 4931 | 4D2 | 4976 | N02 |
| 4568 | TB1 | 4896 | 311 | 4931 | 4D3 | 4976 | X02 |
| 4568 | TB2 | 4897 | 001 | 4931 | X22 | 4977 | DN1 |
| 4568 | TF1 | 4897 | 002 | 4931 | X31 | 4977 | DN2 |
| 4568 | TF2 | 4898 | 001 | 4931 | X32 | 4977 | GD1 |
| 4569 | G01 | 4898 | 002 | 4931 | X41 | 4977 | GD2 |
| 4569 | G02 | 4899 | 001 | 4931 | X42 | 4977 | N01 |
| 4569 | N01 | 4899 | 002 | 4934 | N01 | 4977 | N02 |
| 4569 | N02 | 4913 | DN1 | 4934 | N02 | 4985 | DN1 |
| 4570 | G11 | 4913 | DN2 | 4934 | N03 | 4985 | DN2 |
| 4570 | G12 | 4913 | G01 | 4934 | N04 | 4985 | DT1 |
| 4570 | HN1 | 4913 | G02 | 4934 | N05 | 4985 | DT2 |
| 4570 | HN2 | 4913 | GD1 | 4934 | XN2 | 4985 | DW1 |
| 4570 | N11 | 4913 | GD2 | 4935 | GN1 | 4985 | DW2 |
| 4570 | N12 | 4914 | DN1 | 4935 | N01 | 4985 | GD1 |
| 4856 | DN1 | 4914 | DN2 | 4935 | N02 | 4985 | GD2 |
| 4856 | DN2 | 4914 | G01 | 4935 | N03 | 4985 | XD2 |
| 4856 | GD1 | 4914 | G02 | 4936 | DN1 | 4989 | DN1 |
| 4856 | GD2 | 4914 | GD1 | 4936 | DN2 | 4989 | DN2 |
| 4856 | GN1 | 4914 | GD2 | 4936 | GD1 | 4989 | DT1 |
| 4856 | GN2 | 4915 | DN1 | 4936 | GN1 | 4989 | DT2 |
| 4856 | N01 | 4915 | DN2 | 4936 | N01 | 4989 | DW1 |
| 4856 | N02 | 4926 | DN1 | 4936 | N02 | 4989 | DW2 |
| 4857 | 001 | 4926 | DN2 | 4936 | XN1 | 4989 | G01 |
| 4857 | 002 | 4926 | DN3 | 4936 | XN2 | 4989 | G02 |
| 4857 | G01 | 4926 | GD1 | 4937 | DN1 | 4989 | GD1 |
| 4857 | G02 | 4926 | GN1 | 4937 | DN2 | 4989 | GD2 |
| 4858 | 002 | 4926 | N01 | 4937 | GD1 | 4989 | XN2 |
| 4858 | GT1 | 4926 | N02 | 4937 | GN1 | 5101 | AD1 |
| 4858 | GT2 | 4926 | N03 | 4937 | N01 | 5101 | AD2 |
| 4858 | T01 | 4929 | DN1 | 4937 | N02 | 5101 | AD3 |
| 4859 | 001 | 4929 | DN2 | 4937 | N03 | 5101 | AD4 |
| 4859 | 002 | 4929 | N01 | 4960 | DN1 | 5101 | AS1 |
| 4859 | GT1 | 4929 | N02 | 4960 | DN2 | 5101 | AS3 |
| 4859 | GT2 | 4929 | XN1 | 4960 | GN1 | 5101 | CD1 |
| 4859 | T01 | 4929 | XN2 | 4960 | HD1 | 5101 | CD2 |

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|------|-----|------|-----|------|-----|------|-----|
| 5101 | CS1 | 5577 | C05 | 6262 | P14 | 6400 | I24 |
| 5224 | 001 | 5577 | D02 | 6262 | P22 | 6400 | I2S |
| 5224 | 002 | 5577 | D05 | 6262 | T12 | 6400 | I5P |
| 5224 | 012 | 5577 | WK2 | 6262 | T14 | 6400 | P10 |
| 5225 | 001 | 5579 | N02 | 6262 | T22 | 6400 | P50 |
| 5225 | 002 | 5579 | N05 | 6400 | 004 | 6408 | A00 |
| 5225 | 003 | 5579 | NZ2 | 6400 | 005 | 6408 | CT0 |
| 5225 | 004 | 5584 | 5M2 | 6400 | 008 | 6408 | CTA |
| 5256 | 001 | 5596 | 3M2 | 6400 | 009 | 6412 | A00 |
| 5256 | 002 | 5596 | 3M4 | 6400 | 010 | 6412 | CT0 |
| 5256 | 003 | 5596 | 3M6 | 6400 | 012 | 6412 | CTA |
| 5262 | 001 | 5596 | 7M4 | 6400 | 014 | 6412 | CTO |
| 5400 | F02 | 5596 | 7M6 | 6400 | 015 | 6500 | C01 |
| 5400 | F06 | 6252 | AP2 | 6400 | 020 | 6500 | C02 |
| 5400 | F10 | 6252 | AP8 | 6400 | 050 | 6500 | C04 |
| 5400 | L02 | 6252 | AS2 | 6400 | 04P | 6500 | C05 |
| 5400 | L06 | 6252 | AS8 | 6400 | 05P | 6500 | C06 |
| 5400 | LA2 | 6252 | D08 | 6400 | 08P | 6500 | C07 |
| 5400 | LA6 | 6252 | D12 | 6400 | 09P | 6500 | C08 |
| 5400 | S06 | 6252 | P08 | 6400 | C05 | 6500 | C09 |
| 5403 | M40 | 6252 | P12 | 6400 | C5P | 6500 | D3C |
| 5504 | R40 | 6252 | T08 | 6400 | D3C | 6500 | D3P |
| 5504 | R80 | 6252 | T12 | 6400 | D3P | 6500 | D6C |
| 5557 | G02 | 6262 | 014 | 6400 | D6C | 6500 | D8C |
| 5557 | GJ2 | 6262 | 022 | 6400 | D6P | 6500 | V05 |
| 5557 | H02 | 6262 | A12 | 6400 | D8C | 6500 | V10 |
| 5557 | HD2 | 6262 | A14 | 6400 | D8P | 6500 | V15 |
| 5557 | HF2 | 6262 | A22 | 6400 | I05 | 6500 | V1P |
| 5557 | HJ2 | 6262 | D12 | 6400 | I10 | 6500 | V20 |
| 5573 | V02 | 6262 | D14 | 6400 | I15 | 6500 | V5P |
| 5573 | W02 | 6262 | D22 | 6400 | I1P | | |
| 5577 | C02 | 6262 | P12 | 6400 | I20 | | |