



IBM Global Services

# IBM ServicePac for Remote Technical Support Services

Supported Products List  
October 20, 2009

# IBM ServicePac for Remote Technical Support Services

## Features and benefits

- Comprehensive remote technical support for servers, storage, operating systems and applications
- Toll-free access to live technical experts
- Unlimited calls and unlimited callers – call as often as needed
- Fast, precise answers and problem resolution
- Hardware, software and support from a single source
- For more information, visit <http://www.ibm.com/services/us/index.wss/so/its/a1000229>

## Limitations of Service

- 90-day, 1-year and/or 3-year only agreements. Will not automatically renew annually
- Service cannot be prorated, refunded or transferred.
- ServicePac® MUST BE ACTIVATED after purchase in order to use the service. Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- Services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered.
- Remote technical support services can only be ordered for machines that were released and purchased in the United States.
- Remote technical support services are available only for the machines and software listed in the supported products list.
- Access to this Service will end either one year or three years (depending on purchase) from the date the service was activated.
- IBM will provide you or your authorized end user with a toll-free number to access the IBM Services Specialist

## Service Scope

- This service will assist with:
  - installation, usage, and configuration questions;
  - questions regarding IBM Supported Product publications;
  - diagnostic information review to assist in isolation of a problem cause;
  - code-related problem questions; and
  - for known defects, available corrective service information and program fixes which you are entitled to receive.
  
- 90-day, 1-year and/or 3-year agreements
  
- Unlimited calls and callers
  
- Support coverage hours (unless otherwise specified):
  - Critical problems (severity 1) -- 24x7 -- 24 hours a day, seven days a week, including national holidays.
  - Non-critical problems (severity 2,3,4) -- 9x5 -- 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).
  
- Response time:
  - If not answered live, we will use commercially reasonable efforts to respond to your call within two hours.

\*Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is accessible at:* [http://www-935.ibm.com/services/us/its/html/servicepac\\_americas.html](http://www-935.ibm.com/services/us/its/html/servicepac_americas.html). Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document. Updates are highlighted and underlined in blue. Deletions are highlighted in red. Data contained in this document is accurate as of October 20, 2009.

## Calling in for Remote Technical Support

Once purchase and activation is processed, please use the following steps to use this service

### Before contacting IBM:

- Gather the Machine Type and Serial Number of the device/system that you are calling on
- Define the problem/question and gather supporting information (problem history, symptoms, versions, etc)
- Determine the business impact (severity) of the problem:

*Severity 1:* You are completely unable to use your business-critical hardware or operating system. This applies to a production system environment which supports either your internal business functions directly, or supports your end-customers directly. This does not apply to a development, testing or staging environment.

*Severity 2:* You are able to use your business-critical hardware or operating system, but the business-critical functions are severely limited.

*Severity 3:* You are able to use your business-critical hardware and software for your business-critical functions, but other functions are unavailable or limited.

*Severity 4:* The problem has very little impact on business-critical operations, or a workaround for the problem has been found.

### Contacting IBM

- Call **1-800-IBM-SERV** and select **Software**
- Provide the Machine Type and the Serial Number of the system for which you are requesting support
- Once your “Entitlement Profile” is located, the Entitlement Agent will ask a series of questions to determine how to route your call. At this point, your call will be routed to the Support Center that is best suited to resolve your issue/question. A Problem Management Record (PMR) will be created, so that IBM can track all activity related to the resolution of your issue. Please retain your PMR number for future interaction with Remote Technical Support Services.

## Packaging

- Conveniently packaged into product groups:
- **ServicePac for System x** -- Includes hardware usage and configuration support, Windows®, Linux and IBM Director
- **ServicePac for System x with Datacenter** -- Support for IBM's Datacenter "Scalable Offering"
- **ServicePac for System x with VMware** -- Includes "for System x" products and VMware products
- **ServicePac for Applications** -- Support for select Microsoft® Applications
- **ServicePac for System x Startup Support** – Includes hardware usage and configuration support, Windows®, Linux
- **ServicePac for Storage Devices** -- Support for storage disk systems

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# Supported Software and Hardware Products

## ServicePac for System x

- **Note:** RTS ServicePac for System x should not be attached to Modular Xpansion Enclosures (MXEs), such as System x3950 E (MT 8874). These systems will be covered under the RTS ServicePac that is attached to the primary system.
- **Note:** For BladeCenter solutions, Remote Technical Support ServicePacs must be purchased for each Blade in the chassis. Support for IBM BladeCenter Options, such as Switch Modules, is also included in the "per-Blade" coverage.
- **Note:** RTS ServicePac support for a System x server running IBM Systems Director server includes support for IBM Systems Director agent software running on managed endpoints

<b>System x (xSeries) and IBM Director</b>	<b>Windows</b>
<ul style="list-style-type: none"> <li>-System x (xSeries), IntelliStation and BladeCenter</li> <li>-Drivers, BIOS, Firmware</li> <li>-Internal Devices</li> <li>-Real-Time Diagnostics</li> <li>-UpdateXpress</li> <li>-ServeRAID Manager</li> <li>-Dynamic System Analysis</li> <li>-IBM Director (v5.x, v6.x)</li> <li>-IBM Director Agent (v5.x, v6.x)</li> <li>-IBM Director Server Plus Pack (v5.x, v6.x)</li> <li>-IBM Remote Deployment Manager (v5.x, v6.x)</li> <li>-IBM Director Software Distribution (v5.x, v6.x)</li> </ul>	<ul style="list-style-type: none"> <li>-Microsoft Windows 2000 Advanced Server</li> <li>-Microsoft Windows 2000 Server</li> <li>-Microsoft Windows 2000 Professional</li> <li>-Microsoft Windows 2003 Server Enterprise</li> <li>-Microsoft Windows 2003 Server Standard Edition</li> <li>-Microsoft Windows 2003 Server Web</li> <li>-Microsoft Windows XP 64-Bit Edition</li> <li>-Microsoft Windows XP Professional Edition</li> <li>-Microsoft Windows Vista Business</li> <li>-Microsoft Windows Vista Enterprise</li> <li>-Microsoft Windows Ultimate</li> <li>-Microsoft Windows Vista 64-Bit</li> <li>-Microsoft Windows Server 2008 Foundation</li> <li>-Microsoft Windows Server 2008 Standard</li> <li>-Microsoft Windows Server 2008 Enterprise</li> <li>-Microsoft Windows Server 2008 Web</li> </ul>
<p><b>Linux</b></p> <ul style="list-style-type: none"> <li>-Red Hat Enterprise Linux AS (v3.0.0, v4.x)</li> <li>-Red Hat Enterprise Linux ES (v3.0.0, v4.x)</li> <li>-Red Hat Enterprise Linux WS (v3.0.0, v4.x)</li> <li>-Red Hat Enterprise Linux (v5.x)</li> <li>-Red Hat Enterprise Linux Advanced Platform (v5.x)</li> <li>-Novell SUSE Linux Enterprise Server v9, v10, v11</li> </ul>	

# Supported Software and Hardware Products

## ServicePac for System x with Datacenter

<p><b>System x (xSeries) and IBM Director</b></p> <ul style="list-style-type: none"><li>-System x (xSeries), IntelliStation and BladeCenter</li><li>-Drivers, BIOS, Firmware</li><li>-Internal Devices</li><li>-Real-Time Diagnostics</li><li>-UpdateXpress</li><li>-ServeRAID Manager</li><li>-Dynamic System Analysis</li><li>-IBM Director (v5.x, v6.x)</li><li>-IBM Director Agent (v5.x, v6.x)</li><li>-IBM Director Server Plus Pack (v5.x, v6.x)</li><li>-IBM Remote Deployment Manager (v5.x, v6.x)</li><li>-IBM Director Software Distribution (v5.x, v6.x)</li></ul>	<p><b>Windows</b></p> <ul style="list-style-type: none"><li>-Microsoft Windows 2003 Server Datacenter Edition</li><li>-Microsoft Windows 2008 Server Datacenter Edition</li></ul> <p><b>Note:</b> This service is designed for “Datacenter Scalable Solution for System x only. For High Availability solutions, please refer to Enhanced Technical Support (ETS) at <a href="http://ibm.com/services/us/index.wss/offering/its/a1009019">ibm.com/services/us/index.wss/offering/its/a1009019</a></p>
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# Supported Software and Hardware Products

## vSphere Editions

vSphere product support is available in 2 options:

- 1) Support for vSphere products only or
- 2) Support for vSphere products plus the products included in the “ServicePac for System x” group

(Windows, Linux, IBM Director, etc.)

### for System x with VMware Infrastructure--ESX Server 3i

- VMware Infrastructure--ESXi Server 3
- VMware ESX Server
- VMware Virtual Machine File System (VMFS)
- VMware Virtual SMP

### for System x with vSphere Essentials/ Essentials Plus / Standard

- VMware ESX Server
- VMware Virtual Machine File System (VMFS)
- VMware Virtual SMP
- VMware vCenter Update Manager
- VMware Consolidated Backup
- VMware vCenter Agent
- VMware View 3 (VDI)
- VMware High Availability (HA)
- VMware vStorage Thin Provisioning
- VMware Data Recovery

ServicePac customers can receive support for servers running older versions of VMware based on the following table:

ServicePac	Entitled VI3 Support
vSphere 4 Essentials	VI3 Foundation
vSphere 4 Advanced	VI3 Standard
vSphere 4 Enterprise	VI3 Enterprise

### For System x with vSphere Advanced

- VMware ESX Server
- VMware vCenter Agent
- VMware Virtual Machine File System (VMFS)
- VMware Virtual SMP
- VMware vCenter Update Manager
- VMware High Availability (HA)
- VMware Consolidated Backup
- VMware View 3 (VDI)
- VMware VMotion
- VMware vStorage Thin Provisioning
- VMware Hot Add
- VMware Data Recovery
- VMware vShield Zones

# Supported Software and Hardware Products

## **vSphere Editions (cont'd)**

**vSphere product support is available in 2 options:**

- 1) Support for vSphere products only**
- 2) Support for vSphere products plus the products included in the “ServicePac for System x” group (Windows, Linux, IBM Director, etc.)**

### **for System x with vSphere Enterprise / Enterprise Plus**

- VMware ESX Server
- VMware vCenter Agent
- VMware Virtual Machine File System (VMFS)
- VMware Virtual SMP
- VMware VMotion
- Storage VMotion
- VMware vCenter Update Manager
- VMware High Availability (HA)
- VMware Distributed Resource Scheduler (DRS)
- VMware Consolidated Backup
- VMware View 3 (VDI)
- VMware vNetwork Distributed Switch
- VMware Host Profiles
- VMware Fault Tolerance
- VMware vStorage Thin Provisioning
- VMware Hot Add
- VMware Data Recovery
- VMware vShield Zones
- VMware Distributed Power Management (DPM)

# Supported Software and Hardware Products

## A-la-carte options

### for System x with vCenter Server

-VMware vCenter Management Server(v2.x, v3.x) plus the products included in the "ServicePac for System x" group (Windows, Linux, IBM Director, etc.)

-VMware Management & Automation products: vCenter Lifecycle Manager, vCenter Lab Manager, vCenter Stage Manager, and vCenter Site Recovery Manager

### for System x with VMware HA

-VMware High Availability (HA)

### for System x with VMware VMotion

-VMware VMotion

### for System x with VMware DRS

-VMware Distributed Resource Scheduler (DRS)

### for System x with VMware Cons. Backup

-VMware Consolidated Backup

### for System x with VMware Server

-ServicePac for xSeries System x" products (Windows, Linux, IBM Director) plus

-VMware Server

# Supported Software and Hardware Products

## ServicePac for Applications

•**Note:** Application support does not include the Operating System. For complete coverage, please add “ServicePac for System x” or ServicePac for System x with VMware.”

<p><b>SQL Server</b></p> <ul style="list-style-type: none"> <li>-Microsoft SQL Server 2000</li> <li>-Microsoft SQL Server 2005</li> <li>-Microsoft SQL Server 2008</li> </ul> <p><b>Exchange Server</b></p> <ul style="list-style-type: none"> <li>-Microsoft Exchange Server 2000</li> <li>-Microsoft Exchange Server 2003</li> <li>-Microsoft Exchange Server 2007</li> </ul> <p><b>Small Business Server (Std)</b></p> <ul style="list-style-type: none"> <li>-Microsoft Exchange Server 2003</li> <li>-Microsoft Exchange Server 2007</li> <li>-Windows Sharepoint™ Services v2</li> <li>-Microsoft Office Outlook® 2003</li> <li>-Microsoft Shared Fax Service</li> </ul>	<p><b>Small Business Server (Prem)</b></p> <ul style="list-style-type: none"> <li>-Microsoft Exchange Server 2003</li> <li>-Microsoft Exchange Server 2007</li> <li>-Windows Sharepoint™ Services v2</li> <li>-Microsoft Office Outlook® 2003</li> <li>-Microsoft Shared Fax Service</li> <li>-Microsoft SQL Server 2000</li> <li>-Microsoft Internet and Security Acceleration (ISA) Server 2004</li> <li>-Microsoft Office FrontPage® 2003</li> </ul>
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# Supported Software and Hardware Products

## ServicePac for System x Startup Support

**Note:** RTS ServicePac for System x Startup Support should not be attached to Modular Xpansion Enclosures (MXEs), such as System x3950 E (MT 8874). These systems will be covered under the RTS ServicePac that is attached to the primary system.

**Note:** This service is designed to provide startup support services for 90 days. Support coverage hours are -- 9x5 -- 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays) for all severities.

**Note:** The service will provide assistance with the launch of the Microsoft(R) Windows(R) or Linux(R) operating system, assistance with installation of System x options, and assistance with analyzing failures to help ensure that hardware is operating fault-free or with returning the machine to factory default settings.

### Linux

- Red Hat Enterprise Linux AS (v3.0.0, v4.x)
- Red Hat Enterprise Linux ES (v3.0.0, v4.x)
- Red Hat Enterprise Linux WS (v3.0.0, v4.x)
- Red Hat Enterprise Linux (v5.x)
- Red Hat Enterprise Linux Advanced Platform (v5.x)
- SUSE Linux Enterprise Server (v9.0.0, v10, v11)

### System x

- System x
- Drivers, BIOS, Firmware
- Internal Devices

### Windows

- Microsoft Windows 2003 Server Enterprise
- Microsoft Windows 2003 Server Standard Edition
- Microsoft Windows 2003 Server Web
- Microsoft Windows 2008 Server Foundation
- Microsoft Windows 2008 Server Standard Edition
- Microsoft Windows 2008 Server Enterprise
- Microsoft Windows 2008 Server Web

## ServicePac for Storage Devices

**Note:** Support for Storage Expansion Units (EXP's) attached to a Storage Server is included in this service.

- DS300, DS400, DS4100, FAStT 100, FAStT 200, DS4300, FAStT 600, DS4400, DS4500, DS4800, FAStT 700 FAStT 900
- Storage Manager
- ServeRAID Manager



# Supported Products, Part Numbers & Pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price
<b>IBM Remote Technical Support Services - Servers</b>					
QS21 Blade	0792	All Models	Base	96P2702	\$500
QS22 Blade	0793		RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
System x3250 M2	4190	All	Base	96P2701	\$300
System x3350	4192		RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
System x3350	4193		<b>VMware</b>		
System x3250 M2	4194		RTS for VMware VMotion - 1yr RTS for VMware VMotion - 3yr	12X6919 12X6920	\$276 \$705
System x3250 M3	4251		RTS for VMware HA - 1yr RTS for VMware HA - 3yr	12X6921 12X6922	\$275 \$700
System x3250 M3	4252		RTS for VMware DRS - 1yr RTS for VMware DRS - 3yr	12X6923 12X6924	\$220 \$560
System x3105	4347		RTS for VMware Consolidated Backup – 1yr RTS for VMware Consolidated Backup - 3yr	12X6925 12X6926	\$110 \$303
System x3200 M2	4367		RTS for vSphere vCenter Server - 1 yr RTS for vSphere vCenter Server - 3 yr	41C6011 41C6012	\$1,050 \$2,889
System x3200 M2	4368		RTS for VMware Server - w/System x Base - 1 yr RTS for VMware Server - w/System x Base - 3 yr	41C5995 41C5996	\$431 \$1,098
System x3200 M3	7327		<b>Applications</b>		
System x3200 M3	7328		RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr	41C6013 41C6014	\$1,500 \$4,127
			RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr	41C6015 41C6016	\$1,500 \$4,127
			RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr	41C6017 41C6018	\$2,000 \$5,502
			RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C6019 41C6020	\$3,000 \$8,253



# Supported Products, Part Numbers & Pricing

Machine Name	Machine Type	Model Number*	Service Description	IBM Part Number	List Price		
System x3850 M2, x3950 M2	7141, 7233	All	<b>Base</b>				
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700		
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925		
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000		
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755		
			<b>VMware</b>				
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 1 yr	12X6905	\$923		
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 3 yr	12X6906	\$2,353		
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 1 yr	12X6907	\$1,516		
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 3 yr	12X6908	\$3,866		
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455		
			RTS for vSphere Ent/ Ent Plus, 4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711		
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 1 yr	12X6915	\$2,708		
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 3 yr	12X6916	\$6,906		
			RTS for VMware VMotion - 1yr	12X6919	\$276		
			RTS for VMware VMotion - 3yr	12X6920	\$705		
			RTS for VMware HA - 1yr	12X6921	\$275		
			RTS for VMware HA - 3yr	12X6922	\$700		
			RTS for VMware DRS - 1yr	12X6923	\$220		
			RTS for VMware DRS - 3yr	12X6924	\$560		
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110		
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303		
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-1yr	51J8618	\$1,340		
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-3yr	51J8619	\$3,416		
			RTS for VMware 3i - 4 Sockets - w/System x Base - 1yr	51J8622	\$733		
			RTS for VMware 3i - 4 Sockets - w/System x Base - 3yr	51J8623	\$1,869		
			RTS for VMware 3i - 8+ Sockets - w/System x Base - 1yr	51J8624	\$1,236		
			RTS for VMware 3i - 8+ Sockets - w/System x Base - 3yr	51J8625	\$3,151		
			RTS for VMware 3i - 4 Sockets - 1yr	51J8628	\$524		
			RTS for VMware 3i - 4 Sockets - 3yr	51J8629	\$1,335		
			RTS for VMware 3i - 8+ Sockets - 1yr	51J8630	\$1,047		
			RTS for VMware 3i - 8+ Sockets - 3yr	51J8631	\$2,670		
RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568					
RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1,448					
RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 1 yr	51J8636	\$1,135					



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3850 M2, x3950 M2 (cont'd)	7141, 7233	All	<b>VMware (cont'd)</b>		
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 3 yr	51J8637	\$2,895
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681
			RTS for vSphere Advanced, 8+ Sockets - 1 yr	51J8642	\$1,318
			RTS for vSphere Advanced, 8+ Sockets - 3 yr	51J8643	\$3,362
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 1 yr	51J8648	\$2,531
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 3 yr	51J8649	\$6,454
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000			
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502			
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000			
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253			
System x3850 M2, x3950 M2	7141, 7233	AC2 MC2	90 Day Remote Technical Startup Support 9x5	46D4185	\$169

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3400 M2	7836	All Models	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
System x3400 M2	7837		<b>VMware</b>		
System x3500 M2	7839		RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
RTS for MS SQL Server - 3yr	41C6014	\$4,127			
RTS for MS Exchange Server - 1yr	41C6015	\$1,500			
RTS for MS Exchange Server - 3yr	41C6016	\$4,127			
RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000			
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502			
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000			
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253			
RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284			
RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724			
RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330			
RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613			



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3450	7948	All Models	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			<b>VMware</b>		
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup – 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502			
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000			
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253			

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS22	7870	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for VMware 3i - 2 Sockets - w/System x Base - 1 yr	51J8620	\$537
			RTS for VMware 3i - 2 Sockets - w/System x Base - 3 yr	51J8621	\$1,368
			RTS for VMware 3i - 2 Sockets - 1yr	51J8626	\$262
			RTS for VMware 3i - 2 Sockets - 3yr	51J8627	\$667
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613			



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS22 (cont'd)	7870	All	<b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
eServer 326m, 326	7969 8848	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
RTS for MS Exchange Server - 3yr	41C6016	\$4,127			
RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000			
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502			
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000			
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253			



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter Chassis	7967 8677 8720		Note: Chassis support is included in the purchase of RTS on each Blade in the chassis. Support for IBM BladeCenter Options, such as Switch Modules, is also included in the per-Blade" coverage."	N/A	N/A
System x3455	7940	All Models	<p><b>Base</b>                      RTS for System x (xSeries) - Base - 1yr                      RTS for System x (xSeries) - Base - 3yr</p> <p><b>VMware</b>                      RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr                      RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr                      RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr                      RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr                      RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr                      RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr                      RTS for VMware VMotion - 1yr                      RTS for VMware VMotion - 3yr                      RTS for VMware HA - 1yr                      RTS for VMware HA - 3yr                      RTS for VMware DRS - 1yr                      RTS for VMware DRS - 3yr                      RTS for VMware Consolidated Backup - 1yr                      RTS for VMware Consolidated Backup - 3yr                      RTS for VMware Server - w/System x Base - 1 yr                      RTS for VMware Server - w/System x Base - 3 yr                      RTS for vSphere vCenter Server - 1 yr                      RTS for vSphere vCenter Server - 3 yr</p>	96P2702 29R5396  12X6899 12X6900 12X6903 12X6904 12X6911 12X6912 12X6919 12X6920 12X6921 12X6922 12X6923 12X6924 12X6925 12X6926 41C5995 41C5996 41C6011 41C6012	\$500 \$1,375  \$559 \$1,426 \$603 \$1,538 \$823 \$2,098 \$276 \$705 \$275 \$560 \$220 \$560 \$110 \$303 \$431 \$1,098 \$1,050 \$2,889

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3455 (cont'd)	7940	All Models	<b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 1 yr RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 3 yr RTS for vSphere Advanced, up to 2 Sockets - 1 yr RTS for vSphere Advanced, up to 2 Sockets - 3 yr RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020 51J8632 51J8633 51J8638 51J8639 51J8644 51J8645	\$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253 \$284 \$724 \$330 \$840 \$633 \$1,613

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS20	7981	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter LS22	7901	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
System x3550 M2	7946		RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			<b>VMware</b>		
System x3650 M2	7947		RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
BladeCenter LS21	7971		RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
BladeCenter HS21	8853 7995		RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
System x3455	7984 7986		RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for VMware 3i - 2 Sockets - w/System x Base - 1 yr	51J8620	\$537
			RTS for VMware 3i - 2 Sockets - w/System x Base - 3 yr	51J8621	\$1,368
			RTS for VMware 3i - 2 Sockets - 1yr	51J8626	\$262
			RTS for VMware 3i - 2 Sockets - 3yr	51J8627	\$667
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter LS22	7901	All	<b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr	41C6013 41C6014	\$1,500 \$4,127
System x3550 M2	7946		RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr	41C6015 41C6016	\$1,500 \$4,127
System x3650 M2	7947		RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C6017 41C6018 41C6019 41C6020	\$2,000 \$5,502 \$3,000 \$8,253
BladeCenter LS21	7971				
BladeCenter HS21	8853 7995				
System x3455	7984 7986				
(cont'd)					

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
Blade Server	8678	All	<b>Base</b>		
BladeCenter HS21	8832		RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
BladeCenter LS20	8843		RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
	8850		<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	TMF Part Number	List Price
xSeries 236	8841	All Models	<b>Base</b>			
			RTS for System x (xSeries) - Base - 1yr	96P2702	6756N34	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	6756N01	\$1,375
			<b>VMware</b>			
			RTS for VMware VMotion - 1yr	12X6919	6756N68	\$276
			RTS for VMware VMotion - 3yr	12X6920	6756N69	\$705
			RTS for VMware HA - 1yr	12X6921	6756N70	\$275
			RTS for VMware HA - 3yr	12X6922	6756N71	\$700
			RTS for VMware DRS - 1yr	12X6923	6756N72	\$220
			RTS for VMware DRS - 3yr	12X6924	6756N73	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	6756N74	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	6756N75	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	6756N21	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	6756N22	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	6756N13	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	6756N14	\$1,098
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	6756N48	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	6756N49	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	6756N52	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	6756N53	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	6756N60	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	6756N61	\$2,098
			RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 1 yr	51J8632	6756N97	\$284
RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 3 yr	51J8633	6756N98	\$724			
RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	6756N0D	\$330			
RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	6756N0F	\$840			
RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	6756N0G	\$659			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	6756N0M	\$633			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	6756N0N	\$1,613			

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	TMF Part Number	List Price
xSeries 236  (cont'd)	8841	All Models	<b>Applications</b>			
			RTS for MS SQL Server - 1yr	41C6013	6756N42	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	6756N25	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	6756N26	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	6756N27	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	6756N28	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	6756N29	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	6756N30	\$3,000
RTS for MS Small Business Server - Premium - 3yr	41C6020	6756N31	\$8,253			
BladeCenter JS21 BladeCenter JS12/JS22	7988 7998	All	<b>Base</b>			
			RTS for System x (xSeries) - Base - 1yr	96P2702	6756N34	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	6756N01	\$1,375

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price		
BladeCenter HS40	8839	All	<b>Base</b>				
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700		
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925		
			<b>VMware</b>				
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795		
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027		
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 1 yr	12X6905	\$923		
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 3 yr	12X6906	\$2,353		
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455		
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711		
			RTS for VMware VMotion - 1yr	12X6919	\$276		
			RTS for VMware VMotion - 3yr	12X6920	\$705		
			RTS for VMware HA - 1yr	12X6921	\$275		
			RTS for VMware HA - 3yr	12X6922	\$700		
			RTS for VMware DRS - 1yr	12X6923	\$220		
			RTS for VMware DRS - 3yr	12X6924	\$560		
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110		
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303		
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050		
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889		
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431		
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098		
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568		
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1448		
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659		
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681		
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265		
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227		
			<b>Applications</b>				
			RTS for MS SQL Server - 1yr	41C6013	\$1,500		
			RTS for MS SQL Server - 3yr	41C6014	\$4,127		
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500		
RTS for MS Exchange Server - 3yr	41C6016	\$4,127					
RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000					
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502					
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000					
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253					



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter LS42	7902	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
BladeCenter LS41	7972		RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
			<b>VMware</b> RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027
			RTS for vSphere Advanced, up to 4 Sockets -System x Base - 1 yr	12X6905	\$923
			RTS for vSphere Advanced, up to 4 Sockets-w/System x Base - 3 yr	12X6906	\$2,353
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455
			RTS for vSphere Ent/ Ent Plus, 4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for VMware 3i - 4 Sockets - w/System x Base - 1yr	51J8622	\$733
			RTS for VMware 3i - 4 Sockets - w/System x Base - 3yr	51J8623	\$1,869
			RTS for VMware 3i - 4 Sockets - 1yr	51J8628	\$524
			RTS for VMware 3i - 4 Sockets - 3yr	51J8629	\$1,335
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1448
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter LS42 BladeCenter LS41  (cont'd)	7902 7972	All	<b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253
System x3400 System x3500 System x3550	7973 7974 7975 7976 7977 7978	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr  <b>VMware</b> RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr RTS for VMware VMotion - 1yr RTS for VMware VMotion - 3yr RTS for VMware HA - 1yr RTS for VMware HA - 3yr RTS for VMware DRS - 1yr RTS for VMware DRS - 3yr RTS for VMware Consolidated Backup - 1yr RTS for VMware Consolidated Backup - 3yr RTS for vSphere vCenter Server - 1 yr RTS for vSphere vCenter Server - 3 yr	96P2702 29R5396  12X6899 12X6900 12X6903 12X6904 12X6911 12X6912 12X6919 12X6920 12X6921 12X6922 12X6923 12X6924 12X6925 12X6926 41C6011 41C6012	\$500 \$1,375  \$559 \$1,426 \$603 \$1,538 \$823 \$2,098 \$276 \$705 \$275 \$560 \$220 \$560 \$110 \$303 \$1,050 \$2,889

# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3400 System x3500 System x3550 (cont'd)	7973	All	<b>VMware</b>		
	7974		RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
	7975		RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
	7976		RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 1 yr	51J8632	\$284
	7977		RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 3 yr	51J8633	\$724
	7978		RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
		RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502	
		RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000	
		RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253	
BladeCenter HC10	7996	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2701	\$300
			RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
			<b>VMware</b>		
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HC10  (cont'd)	7996	All	<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
		RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253	
System x3655 System x3650 System x3655	7943	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
	7979		RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
	7985		RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
		RTS for VMware DRS - 3yr	12X6924	\$560	
		RTS for VMware Consolidated Backup - 1yr	12X6925	\$110	
		RTS for VMware Consolidated Backup - 3yr	12X6926	\$303	

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3655	7943	All	<b>VMware (cont'd)</b> RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
System x3650	7979		RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
System x3655	7985		RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
(cont'd)			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std, up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613
			<b>Applications</b> RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253
Netfinity 3000	8476	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr	96P2701	\$300
Netfinity 1000	8477		RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
Netfinity 3500	8644		<b>Applications</b> RTS for MS SQL Server - 1yr	41C6013	\$1,500
Netfinity 4000R, A100	8655		RTS for MS SQL Server - 3yr	41C6014	\$4,127
	8657		RTS for MS Exchange Server - 1yr	41C6015	\$1,500
	8652		RTS for MS Exchange Server - 3yr	41C6016	\$4,127
	8653		RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries	8478	All	<b>Base</b>		
200	8479		RTS for System x (xSeries) - Base - 1yr	96P2701	\$300
xSeries	8481		RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
205	8480				
xSeries	8482		<b>VMware</b>		
206, 206m	8485		RTS for VMware VMotion - 1yr	12X6919	\$276
xSeries	8487		RTS for VMware VMotion - 3yr	12X6920	\$705
100	8490		RTS for VMware HA - 1yr	12X6921	\$275
xSeries	8486		RTS for VMware HA - 3yr	12X6922	\$700
306, 306m	8489		RTS for VMware DRS - 1yr	12X6923	\$220
xSeries	8491		RTS for VMware DRS - 3yr	12X6924	\$560
305	8836		RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
XSeries	8849		RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
3200	8673		RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
XSeries	4362		RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
3250	4363		RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
	4364		RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
	4365		<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 226	8488	All	<b>Base</b>		
xSeries 220	8648		RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
xSeries 225	8645		RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
xSeries 130, 135, 330	8646 8647 8649		<b>VMware</b>		
			RTS for VMware VMotion - 1yr	12X6919	\$276
xSeries 340	8654		RTS for VMware VMotion - 3yr	12X6920	\$705
xSeries 150, 230	8656 8658		RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
xSeries 240	8664		RTS for VMware DRS - 1yr	12X6923	\$220
xSeries 232	8668		RTS for VMware DRS - 3yr	12X6924	\$560
xSeries 342	8669		RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
xSeries 235	8671		RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
xSeries 130, 135, 300	8672 8674 8675		RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
xSeries 330	8834		RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
xSeries 382	8835		RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
eServer 325			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
Netfinity 7000 Netfinity 5500 Netfinity 7100	8651	All	<b>Base</b>		
	8680		RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
	8660		RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
	8661		<b>Applications</b>		
	8662		RTS for MS SQL Server - 1yr	41C6013	\$1,500
	8666		RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
	RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000		
	RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253		
xSeries 455	8855	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 250	8665	All	<b>Base</b>		
xSeries 370	8681		RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
xSeries 350	8682		RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
xSeries 380	8683		<b>VMware</b>		
xSeries 450	8688		RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253
Netfinity 5000 System x3650 T	8659 7980	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
			RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 345	8670	All	<b>Base</b>		
xSeries 335	8676		RTS for System x (xSeries) - Base - 1yr	96P2702	\$500
xSeries 336	8830		RTS for System x (xSeries) - Base - 3yr	29R5396	\$1,375
xSeries 346	8837		<b>VMware</b>		
	8840		RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$560
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724
			RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330
			RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633
			RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr <b>Applications</b>	51J8645	\$1,613
			RTS for MS SQL Server - 1yr		
			RTS for MS SQL Server - 3yr	41C6013	\$1,500
			RTS for MS Exchange Server - 1yr	41C6014	\$4,127
			RTS for MS Exchange Server - 3yr	41C6015	\$1,500
			RTS for MS Small Business Server - Standard - 1yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 3yr	41C6017	\$2,000
			RTS for MS Small Business Server - Premium - 1yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 3yr	41C6019	\$3,000
				41C6020	\$8,253



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 255	8685	All	<b>Base</b>		
xSeries 360	8686		RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
xSeries 365	8861		RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
xSeries 260	8862				
xSeries	8863		<b>VMware</b>		
3800	8865		RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795
	8866		RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 1 yr	12X6905	\$923
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base - 3 yr	12X6906	\$2,353
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1,448
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 255	8685	All	<b>Applications</b>		
xSeries 360	8686		RTS for MS SQL Server - 1yr	41C6013	\$1,500
xSeries 365	8861		RTS for MS SQL Server - 3yr	41C6014	\$4,127
xSeries 260	8862		RTS for MS Exchange Server - 1yr	41C6015	\$1,500
xSeries 3800	8863		RTS for MS Exchange Server - 3yr	41C6016	\$4,127
	8865		RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
(cont'd)	8866		RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price		
xSeries 440	8687	All	<b>Base</b>				
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700		
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925		
			<b>VMware</b>				
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431		
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098		
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050		
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889		
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 1 yr	12X6915	\$2,708		
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 3 yr	12X6916	\$6,906		
			RTS for VMware VMotion - 1yr	12X6919	\$276		
			RTS for VMware VMotion - 3yr	12X6920	\$705		
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795		
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027		
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 1 yr	12X6907	\$1,516		
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 3 yr	12X6908	\$3,866		
			RTS for VMware HA - 1yr	12X6921	\$275		
			RTS for VMware HA - 3yr	12X6922	\$700		
			RTS for VMware DRS - 1yr	12X6923	\$220		
			RTS for VMware DRS - 3yr	12X6924	\$560		
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110		
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303		
			<b>Applications</b>				
			RTS for MS SQL Server - 1yr	41C6013	\$1,500		
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000		
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755		
			RTS for MS SQL Server - 3yr	41C6014	\$4,127		
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500		
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127		
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000		
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502		
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000		
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253		



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter JS20 BladeCenter JS21 <i>Note: Support does not include AIX</i>	8842 8844	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2702 29R5396	\$500 \$1,375
xSeries 343	8827 8847	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr  <b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	96P2702 29R5396  41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$500 \$1,375  \$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3850 xSeries 460  <i>Note:                      Attached                      MXE's will                      be                      automaticall                      y covered                      with the                      purchase of                      this                      ServicePac</i>	8864	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			<b>VMware</b>		
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -1yr	12X6905	\$923
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -3yr	12X6906	\$2,353
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 1 yr	12X6907	\$1,516
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 3 yr RTS	12X6908	\$3,866
			for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr RTS	12X6902	\$2,027
			for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455
			RTS for vSphere Ent/ Ent Plus, 4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 1 yr	12X6915	\$2,708
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 3 yr	12X6916	\$6,906
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
RTS for VMware Consolidated Backup - 3yr	12X6926	\$303			
RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050			
RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889			
RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431			
RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098			

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3850 xSeries 460  (cont'd)  <i>Note: Attached MXE's will be automatical ly covered with the purchase of this ServicePac</i>	8864	All	<b>VMware (cont'd)</b> RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-1yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-3yr RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 1 yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 3 yr RTS for vSphere Advanced, up to 4 Sockets - 1 yr RTS for vSphere Advanced, up to 4 Sockets - 3 yr RTS for vSphere Advanced, 8+ Sockets - 1 yr RTS for vSphere Advanced, 8+ Sockets - 3 yr RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 1 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 3 yr  <b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	51J8618 51J8619 51J8634 51J8635 51J8636 51J8637 51J8640 51J8641 51J8642 51J8643 51J8646 51J8647 51J8648 51J8649   41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$1,340 \$3,416 \$568 \$1,448 \$1,135 \$2,895 \$659 \$1,681 \$1,318 \$3,362 \$1,265 \$3,227 \$2,531 \$6,454   \$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 445 xSeries 460 System x3950	8870 8872	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr RTS for System x - Base - w/MS Datacenter - 1 yr RTS for System x - Base - w/MS Datacenter - 3 yr  <b>VMware</b> RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -1yr RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -3yr RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 1 yr RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 3 yr RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 3 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 1 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 3 yr RTS for VMware VMotion - 1yr RTS for VMware VMotion - 3yr RTS for VMware HA - 1yr RTS for VMware HA - 3yr RTS for VMware DRS - 1yr RTS for VMware DRS - 3yr RTS for VMware Consolidated Backup - 1yr RTS for VMware Consolidated Backup - 3yr RTS for vSphere vCenter Server - 1 yr RTS for vSphere vCenter Server - 3 yr	96P2703 29R5397 41C6021 41C6022  12X6905 12X6906 12X6907 12X6908 12X6901 12X6902 12X6913 12X6914 12X6915 12X6916 12X6919 12X6920 12X6921 12X6922 12X6923 12X6924 12X6925 12X6926 41C6011 41C6012	\$700 \$1,925 \$5,000 \$13,755  \$923 \$2,353 \$1,516 \$3,866 \$795 \$2,027 \$1,455 \$3,711 \$2,708 \$6,906 \$276 \$705 \$275 \$700 \$220 \$560 \$110 \$303 \$1,050 \$2,889

*Note:  
Attached  
MXE's will  
be  
automatically  
covered  
with the  
purchase of  
this  
ServicePac*

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
xSeries 445 xSeries 460 System x3950  (cont'd)  <i>Note: Attached MXE's will be automatically covered with the purchase of this ServicePac</i>	8870 8872	All	<b>VMware (cont'd)</b> RTS for VMware Server - w/System x Base - 1 yr RTS for VMware Server - w/System x Base - 3 yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-1yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-3yr RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 1 yr RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 3 yr RTS for vSphere Advanced, up to 4 Sockets - 1 yr RTS for vSphere Advanced, up to 4 Sockets - 3 yr RTS for vSphere Advanced, 8+ Sockets - 1 yr RTS for vSphere Advanced, 8+ Sockets - 3 yr RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 1 yr RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 3 yr  <b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C5995 41C5996 51J8618 51J8619 51J8634 51J8635 51J8636 51J8637 51J8640 51J8641 51J8642 51J8643 51J8646 51J8647 51J8648 51J8649  41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$431 \$1,098 \$1,340 \$3,416 \$568 \$1,448 \$1,135 \$2,895 \$659 \$1,681 \$1,318 \$3,362 \$1,265 \$3,227 \$2,531 \$6,454  \$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3755	8877	All	<b>Base</b>		
			RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
System x3755	7163		RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base-1yr	12X6905	\$923
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -3yr	12X6906	\$2,353
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1 yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1,448
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3755	8877	All	<b>Applications</b> RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
System x3755	7163		RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
(Cont'd)			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253
System x3950	8878	All	<b>Base</b> RTS for System x (xSeries) - Base - 1yr	96P2703	\$700
			RTS for System x (xSeries) - Base - 3yr	29R5397	\$1,925
			RTS for System x - Base - w/MS Datacenter - 1 yr	41C6021	\$5,000
			RTS for System x - Base - w/MS Datacenter - 3 yr	41C6022	\$13,755
			<b>VMware</b> RTS for vSphere Ess/Ess Plus/Std,4 Sockets -System x Base-1 yr	12X6901	\$795
			RTS for vSphere Ess/Ess Plus/Std,4 Sockets - System x Base-3yr	12X6902	\$2,027
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base-1yr	12X6905	\$923
			RTS for vSphere Advanced, up to 4 Sockets - w/System x Base -3yr	12X6906	\$2,353
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 1 yr	12X6907	\$1,516
			RTS for vSphere Advanced, 8+ Sockets - w/System x Base - 3 yr	12X6908	\$3,866
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 1 yr	12X6913	\$1,455
			RTS for vSphere Ent/ Ent Plus,4 Sockets - w/System x Base - 3 yr	12X6914	\$3,711
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 1 yr	12X6915	\$2,708
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - w/System x Base - 3 yr	12X6916	\$6,906
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup - 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
System x3950  (cont'd)	8878	All	<b>VMware (cont'd)</b>		
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-1yr	51J8618	\$1,340
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets-w/System x Base-3yr	51J8619	\$3,416
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 1 yr	51J8634	\$568
			RTS for vSphere Ess/Ess Plus/Std,up to 4 Sockets - 3 yr	51J8635	\$1,448
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 1 yr	51J8636	\$1,135
			RTS for vSphere Ess/Ess Plus/Std,8+ Sockets - 3 yr	51J8637	\$2,895
			RTS for vSphere Advanced, up to 4 Sockets - 1 yr	51J8640	\$659
			RTS for vSphere Advanced, up to 4 Sockets - 3 yr	51J8641	\$1,681
			RTS for vSphere Advanced, 8+ Sockets - 1 yr	51J8642	\$1,318
			RTS for vSphere Advanced, 8+ Sockets - 3 yr	51J8643	\$3,362
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 1 yr	51J8646	\$1,265
			RTS for vSphere Ent/ Ent Plus, up to 4 Sockets - 3 yr	51J8647	\$3,227
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 1 yr	51J8648	\$2,531
			RTS for vSphere Ent/ Ent Plus, 8+ Sockets - 3 yr	51J8649	\$6,454
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
			RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502
			RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000
			RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS12	8014	All Models	Base		
			RTS for System x (xSeries) - Base - 1yr	96P2701	\$300
			RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
			<b>VMware</b>		
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup – 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			<b>Applications</b>		
			RTS for MS SQL Server - 1yr	41C6013	\$1,500
			RTS for MS SQL Server - 3yr	41C6014	\$4,127
			RTS for MS Exchange Server - 1yr	41C6015	\$1,500
			RTS for MS Exchange Server - 3yr	41C6016	\$4,127
			RTS for MS Small Business Server - Standard - 1yr	41C6017	\$2,000
RTS for MS Small Business Server - Standard - 3yr	41C6018	\$5,502			
RTS for MS Small Business Server - Premium - 1yr	41C6019	\$3,000			
RTS for MS Small Business Server - Premium - 3yr	41C6020	\$8,253			

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS12	8028	All Models	Base		
			RTS for System x (xSeries) - Base - 1yr	96P2701	\$300
			RTS for System x (xSeries) - Base - 3yr	29R5395	\$825
			<b>VMware</b>		
			RTS for vSphere Ess/Ess Plus/Std2 Sockets - w/System x Base 1 yr	12X6899	\$559
			RTS for vSphere Ess/Ess Plus/Std,2 Sockets w/System x Base 3 yr	12X6900	\$1,426
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 1 yr	12X6903	\$603
			RTS for vSphere Advanced, 2 Sockets - w/System x Base - 3 yr	12X6904	\$1,538
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 1 yr	12X6911	\$823
			RTS for vSphere Ent/ Ent Plus, 2 Sockets - w/System x Base - 3 yr	12X6912	\$2,098
			RTS for VMware VMotion - 1yr	12X6919	\$276
			RTS for VMware VMotion - 3yr	12X6920	\$705
			RTS for VMware HA - 1yr	12X6921	\$275
			RTS for VMware HA - 3yr	12X6922	\$700
			RTS for VMware DRS - 1yr	12X6923	\$220
			RTS for VMware DRS - 3yr	12X6924	\$560
			RTS for VMware Consolidated Backup – 1yr	12X6925	\$110
			RTS for VMware Consolidated Backup - 3yr	12X6926	\$303
			RTS for VMware Server - w/System x Base - 1 yr	41C5995	\$431
			RTS for VMware Server - w/System x Base - 3 yr	41C5996	\$1,098
			RTS for vSphere vCenter Server - 1 yr	41C6011	\$1,050
			RTS for vSphere vCenter Server - 3 yr	41C6012	\$2,889
			RTS for VMware 3i - 2 Sockets - w/System x Base - 1 yr	51J8620	\$537
			RTS for VMware 3i - 2 Sockets - w/System x Base - 3 yr	51J8621	\$1,368
			RTS for VMware 3i - 2 Sockets - 1yr	51J8626	\$262
			RTS for VMware 3i - 2 Sockets - 3yr	51J8627	\$667
			RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 1 yr	51J8632	\$284
RTS for vSphere Ess/Ess Plus/Std,up to 2 Sockets - 3 yr	51J8633	\$724			
RTS for vSphere Advanced, up to 2 Sockets - 1 yr	51J8638	\$330			
RTS for vSphere Advanced, up to 2 Sockets - 3 yr	51J8639	\$840			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 1 yr	51J8644	\$633			
RTS for vSphere Ent/ Ent Plus, up to 2 Sockets - 3 yr	51J8645	\$1,613			



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
BladeCenter HS12  (cont'd)	8028	All Models	<b>Applications</b> RTS for MS SQL Server - 1yr RTS for MS SQL Server - 3yr RTS for MS Exchange Server - 1yr RTS for MS Exchange Server - 3yr RTS for MS Small Business Server - Standard - 1yr RTS for MS Small Business Server - Standard - 3yr RTS for MS Small Business Server - Premium - 1yr RTS for MS Small Business Server - Premium - 3yr	41C6013 41C6014 41C6015 41C6016 41C6017 41C6018 41C6019 41C6020	\$1,500 \$4,127 \$1,500 \$4,127 \$2,000 \$5,502 \$3,000 \$8,253

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# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
<b>IBM Remote Technical Support Services - Storage</b>					
DS300	1701	All	RTS for Storage Devices - Base - 1yr	29R5810	\$700
DS400	1700		RTS for Storage Devices - Base - 3yr	41W9377	\$1,926
FAStT100, DS4100	1724				
D53200, DS3400	1726				
FAStT200	3542				
FAStT600, DS4300	1722	All	RTS for Storage Devices - Base - 1yr	39K2302	\$900
			RTS for Storage Devices - Base - 3yr	41W9378	\$2,476
FAStT700/900,	1742	All	RTS for Storage Devices - Base - 1yr	39K2303	\$1,500
DS4400, DS4500	1814		RTS for Storage Devices - Base - 3yr	41W9379	\$4,127
DS4200, DS4700	1815				
DS4800	1818				
DS5000					

Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: [http://www-935.ibm.com/services/us/its/html/servicepac\\_americas.html](http://www-935.ibm.com/services/us/its/html/servicepac_americas.html) Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document. Updates are highlighted and underlined in blue. Deletions are highlighted in red. Data contained in this document is accurate as of October 20, 2009.



# Supported Products, Part Numbers & Pricing

Equipment Type	Machine Type	Model Number	Service Description	IBM Part Number	List Price
<b>IBM Remote Technical Support Services - IntelliStation</b>					
IntelliStation E Pro	6204, 6214, 6216, 6836, 6846, 6867, 6893	All	RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2701 29R5395	\$300 \$825
IntelliStation A Pro	6217, 6224	All	RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2701 29R5395	\$300 \$825
IntelliStation M Pro	6218, 6219, 6220, 6225, 6226, 6229, 6230, 6231, 6233, 6849, 6850, 6868, 6878, 6888, 6889, 6897, 6898	All	RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2701 29R5395	\$300 \$825
IntelliStation Z Pro	6221, 6223, 6227, 6865, 6866, 6894, 6899, 9228	All	RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2701 29R5395	\$300 \$825
IntelliStation M Pro	9229				
IntelliStation R Pro	6851	All	RTS for System x (xSeries) - Base - 1yr RTS for System x (xSeries) - Base - 3yr	96P2701 29R5395	\$300 \$825

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