IBM

RE: Upcoming changes to billing and payment processes

Dear Valued Client,

On **September 1, 2018** we will be migrating to IBM systems and processes for all billing and payments for your Cloud and Managed Hosting Services (formerly provided by Verizon). As of this date, Verizon will no longer be billing on IBM's behalf. Further details about the billing migration can be found in the "What You Need to Know about IBM Billing & Payment Processing" document at http://ibm.biz/vzcloud.

It's important that you review the information in the What You Need to Know guide which describes the operational changes that may require your action as well as IBM resources available to enable a smooth transition to IBM's billing and payment processes.

Upon review of this information if you have any questions, please contact your IBM Project Executive (formerly referred to as a Services Delivery Manager (SDM)). Our goal is to make this transition as smooth and seamless as possible. As part of our ongoing commitment to excellent service, your IBM Project Executive and Sales teams continue to strive to provide you with the excellent Cloud and Managed Hosting Services you've grown accustomed to receiving.

Thank you for your continued business with IBM and we look forward to our ongoing relationship as we move forward with our transition and integration activities together.

Sincerely,

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International Business Machines Corporation
Kim Watson, Vice President
Global Client Experience for Cloud Managed Application Services
IBM Services