

Dear IBM Customer,

We are pleased you chose IBM to provide high-quality solutions for your business and information systems needs. As part of IBM's ongoing efforts to serve our clients better, Lotus is taking a transformational approach to update its delivery of support. I'm pleased to announce a few of those improvements.

Based on the feedback we received from IBM customers and after looking at optional support delivery models both inside and outside IBM, we will be changing the model by which we handle the initial receipt of support calls. Currently, when calling for technical support on a large majority of Lotus products, U.S. and Canadian Passport Advantage (PA) customers experience live call transfers to our technical support teams. With the remaining products, PA customers experience our call back mode of support. Those live call transfers often result in wait times. We understand that your time is valuable and every minute of wait time is time away from your business. To address this issue, effective Monday February 16, 2009, all Passport Advantage remote technical software support for Lotus products (with the exception of Lotus Foundations and LotusLive) will be provided exclusively in call back mode. You can expect the same response times you experience today, but the time formerly spent on hold will be given back to you.

You will still be able to open support requests electronically as well via the Web-based Electronic Support Request (ESR/SR) tool. IBM is simplifying the electronic service request process with IBM Service Request (SR), our new Web-based tool that will be extended to handle ALL software related electronic service requests over the next two years. ESR users will be migrated seamlessly to the new SR tool in April 2009 and will see the key features of ESR, along with improved system performance and 7x24 availability.

Our customers tell us that increased access to information and the ability to be self-sufficient in finding the solutions they need when they need them provides the optimum capability to manage their IT infrastructure. Lotus has an array of tools that make it easy or you. If you're unfamiliar with these tools, we invite you to learn more at: www.ibm.com/software/lotus/support/clickaway. We are committed to meeting the evolving requirements of our customers and continue to focus on enhancing the tools and support we provide.

We're excited about the outlook for 2009! All of us in the Lotus Technical Support organization look forward to assisting with your software support needs. We are here to help you achieve maximum benefit from your investment in IBM software and support services.

Thank you for choosing IBM.

Robert McDonald
Vice President, WW Technical Support
IBM Corporation, Lotus Software