

Quality Hotline

Our goal is to ensure customer satisfaction by delivering quality products.

The IBM Storage Quality Hotline is provided for Marketing, the customer, or the Customer Service Representative to have a direct link to Storage Manufacturing. Our goal is to correct problems related to the fulfillment of an order.

If you have determined that:

- the received shipment **does not match your order**
- you have **incorrect parts**
- you have **extra parts**
- you are **missing parts**
- you are **missing or lost a license key**

Please contact the Storage Quality Hotline:

TOLL-FREE US & Canada: 800-442-6773

DIRECT DIAL: 770-858-8459

email: atssghot@us.ibm.com

If you are experiencing malfunctioning equipment/parts or are unable to activate a licensed function please call:

**TOLL FREE US & Canada: 1-800-IBM-SERV
(1-800-426-7378)**

TOLL US & Canada: 1-919-864-3512

In all other locations, go to the following Web site for local support telephone numbers:

www.ibm.com/planetwide/

or visit www.ibm.com/support

Operational Hours: 8:00 a.m. – 9:00 p.m. EST

When you send your note please include the following data as applicable:

Your name and phone number where you can be reached	
Machine type and model of product ordered	
Machine serial number	
Order number	
Date order was received	
Branch Office number	
Condition of order when received	
Details of what is wrong including part numbers and quantities	

Media Replacement

If you need warranty support on IBM branded media please contact:

In the United States or Canada:

ibmmedia@us.ibm.com

In all other locations, go to the following Web site for local support telephone numbers:

www.ibm.com/planetwide/

(P)PN: 95P2031
* P95P2031 *

(2P)EC: P30274
2PP30274

(4L) US
4lus

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