



## Support contacts



AIX on pSeries  
Customer Care Handbook

AIX on pSeries Customer  
Care Handbook

Welcome

Background information

Lacking a support  
contract

Self-help

Before contacting IBM

Contacting IBM

Preventing problems

Support contacts

Acronyms and  
terminology

The following are different resources for phone numbers and websites to contact IBM. To see descriptions, move your mouse cursor over the name of the phone number or website.

### Support contacts

- ↓ Phone numbers in this handbook
- ↓ Websites in this handbook, by topic
- ↓ Websites in this handbook, by chapter
- ↓ Other sources of contact information
- ↓ Version information

### Related links

- Support for eServer pSeries servers
- AIX and pSeries Information Center for AIX 5.1 and 5.2
- pSeries and AIX Information Center for AIX 5.3
- IBM Software Support
- IBM Software Support Handbook

### Phone numbers in this handbook

## Phone Numbers

<b>IBM Support</b>	<b>1-800-IBM-SERV</b>
<b>IBM Customer Service Center</b>	<b>1-800-IBM-4YOU</b>
<b>Partnerworld</b>	<b>1-800-426-9990</b>
<b>IBM Global Services (IGS)</b>	<b>1-800-IBM-7777</b>
<b>Consult Line</b>	<b>1-888-426-4343, option 1</b>
<b>IBM Direct, Sales/Order Support</b>	<b>1-800-426-2255</b>

## Websites in this handbook, by topic

## Handbook URLs by topic

<b>pSeries websites</b>	
<b>Support for eServer pSeries servers</b>	<a href="http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html">http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html</a>
<b>pSeries Hardware Documentation</b>	<a href="http://publib.boulder.ibm.com/infocenter/pseries/v5r3/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/v5r3/index.jsp</a> Click on " pSeries Hardware"
<b>AIX and pSeries Information Center</b>	For AIX 5.1 and 5.2: <a href="http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/">http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/</a> For AIX 5.3: <a href="http://publib.boulder.ibm.com/infocenter/pseries/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/index.jsp</a>
<b>pSeries Library</b>	<a href="http://www.ibm.com/servers/eserver/pseries/library/">http://www.ibm.com/servers/eserver/pseries/library/</a>
<b>System p5 Literature</b>	<a href="http://www.ibm.com/systems/p/library/index_lit.html">http://www.ibm.com/systems/p/library/index_lit.html</a>
<b>Customer Support Plan for pSeries US and Canada</b>	For US: <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243</a> For Canada: <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061</a>
<b>Subscription Service for Unix Servers</b>	<a href="https://techsupport.services.ibm.com/server/pseries.subscriptionSvcs">https://techsupport.services.ibm.com/server/pseries.subscriptionSvcs</a>
<b>"The Campus" pSeries education</b>	<a href="http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html">http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html</a>
<b>Support for IBM servers</b>	<a href="http://www.ibm.com/servers/eserver/support">http://www.ibm.com/servers/eserver/support</a>
<b>IBM Servers - Welcome Kit</b>	<a href="http://www.ibm.com/servers/eserver/welcome/">http://www.ibm.com/servers/eserver/welcome/</a>
<b>AIX websites</b>	

<b>AIX and pSeries Information Center</b>	For AIX 5.1 and 5.2: <a href="http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/aix.htm">http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/aix.htm</a>  For AIX 5.3: <a href="http://publib.boulder.ibm.com/infocenter/pseries/v5r3/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/v5r3/index.jsp</a>
<b>IBM AIX 5L Unix Operating System</b>	<a href="http://www.ibm.com/servers/aix/index.html">http://www.ibm.com/servers/aix/index.html</a>

### Websites in this handbook, by chapter

### Handbook URLs by chapter

<b><u>Background information</u></b>	
<b>Support for IBM servers</b>	<a href="http://www.ibm.com/servers/eserver/support">http://www.ibm.com/servers/eserver/support</a>
<b>pSeries Hardware Documentation</b>	<a href="http://publib.boulder.ibm.com/infocenter/pseries/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/index.jsp</a> Click on "pSeries Hardware "
<b>IBM Software Support Handbook</b>	<a href="http://techsupport.services.ibm.com/guides/handbook.html">http://techsupport.services.ibm.com/guides/handbook.html</a>
<b>IBM Software Maintenance for AIX Operating Systems</b>	<a href="http://www.ibm.com/servers/aix/products/softwaresub/maint.html">http://www.ibm.com/servers/aix/products/softwaresub/maint.html</a>
<b>Partnerworld</b>	<a href="http://www.ibm.com/partnerworld/pwhome.nsf/weblook/index.html">http://www.ibm.com/partnerworld/pwhome.nsf/weblook/index.html</a>
<b><u>Lacking a Support Contract</u></b>	
<b>Customer Support Plan for pSeries US and Canada</b>	For US: <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243</a> For Canada: <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061</a>
<b>"The Campus" pSeries education</b>	<a href="http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html">http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html</a>

<b>The Campus</b>	<a href="http://www.ibm.com/servers/eserver/education/">http://www.ibm.com/servers/eserver/education/</a>
<b>Self-help</b>	
Support for eServer pSeries servers	<a href="http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html">http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html</a>
<b>pSeries information at the AIX and pSeries Information Center</b>	<p>For AIX 5.1 and 5.2: <a href="http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/">http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/</a></p> <p>For AIX 5.3: <a href="http://publib.boulder.ibm.com/infocenter/pseries/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/index.jsp</a></p>
<b>AIX information at the AIX and pSeries Information Center</b>	<p>For AIX 5.1 and 5.2: <a href="http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/aix.htm">http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/aix.htm</a></p> <p>For AIX 5.3: <a href="http://publib.boulder.ibm.com/infocenter/pseries/index.jsp">http://publib.boulder.ibm.com/infocenter/pseries/index.jsp</a></p> <p>Click on "AIX documentation."</p>
<b>IBM AIX 5L Unix Operating System</b>	<a href="http://www.ibm.com/servers/aix/index.html">http://www.ibm.com/servers/aix/index.html</a>
<b>IBM Servers - Welcome Kit</b>	<a href="http://www.ibm.com/servers/eserver/welcome/">http://www.ibm.com/servers/eserver/welcome/</a>
<b>Redbooks</b>	<a href="http://www.redbooks.ibm.com">http://www.redbooks.ibm.com</a>
<b>pSeries Library</b>	<a href="http://www.ibm.com/servers/eserver/pseries/library/">http://www.ibm.com/servers/eserver/pseries/library/</a>
<b>System p5 Literature</b>	<a href="http://www.ibm.com/systems/p/library/index_lit.html">http://www.ibm.com/systems/p/library/index_lit.html</a>
<b>The Campus</b>	<a href="http://www.ibm.com/servers/eserver/education/">http://www.ibm.com/servers/eserver/education/</a>
<b>The Campus IBM eServer</b>	<a href="http://www.ibm.com/servers/eserver/education/cust/crossseries/custcs.html">http://www.ibm.com/servers/eserver/education/cust/crossseries/custcs.html</a>
<b>The Campus IBM Unix Server (pSeries Education)</b>	<a href="http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html">http://www.ibm.com/servers/eserver/education/cust/pseries/custpseries.html</a>

<b>IBM Global Services</b>	<a href="http://www.ibm.com/services/us/index.wss/home">http://www.ibm.com/services/us/index.wss/home</a>
<b>IBM Software Support (not AIX, not hardware)</b>	<a href="http://www.ibm.com/software/support">http://www.ibm.com/software/support</a>
<b>IBM Software (not AIX, not hardware)</b>	<a href="http://www.ibm.com/software">http://www.ibm.com/software</a>
<b>Subscription Service for Unix servers</b>	<a href="https://techsupport.services.ibm.com/server/pseries.subscriptionSvcs">https://techsupport.services.ibm.com/server/pseries.subscriptionSvcs</a>
<b>Offering Information</b>	<a href="http://www.ibm.com/common/ssi/OIX.wss">http://www.ibm.com/common/ssi/OIX.wss</a>
<b>iSource</b>	<a href="https://isource.ibm.com/world/index.shtml/">https://isource.ibm.com/world/index.shtml/</a>
<b><u>Contacting IBM</u></b>	
<b>IBM Software Support Handbook</b>	<a href="http://techsupport.services.ibm.com/guides/handbook.html">http://techsupport.services.ibm.com/guides/handbook.html</a>
<b>Support for eServer pSeries servers</b>	<a href="http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html">http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html</a>
<b>Consult Line</b>	<a href="http://www.ibm.com/services/us/index.wss/so/its/a1000158/">http://www.ibm.com/services/us/index.wss/so/its/a1000158/</a>
<b>Customer Support Plan for pSeries US and Canada</b>	<p><b>For US:</b> <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243</a></p> <p><b>For Canada:</b> <a href="http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061">http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061</a></p>
<b>IGS Services A-Z</b>	<a href="http://www.ibm.com/services/us/index.wss/az">http://www.ibm.com/services/us/index.wss/az</a>
<b><u>Preventing Problems</u></b>	
<b>Support for eServer pSeries servers</b>	<a href="http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html">http://www.ibm.com/servers/eserver/support/unixservers/esps/solvinghwaix.html</a>
<b>Redbooks</b>	<a href="http://www.redbooks.ibm.com">http://www.redbooks.ibm.com</a>

**AIX and pSeries Information Center**

**For AIX 5.1 and 5.2:** [http://publib16.boulder.ibm.com/pseries/en\\_US/infocenter/base/](http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/)

**For AIX 5.3:** <http://publib.boulder.ibm.com/infocenter/pseries/index.jsp>

**Subscription Service for Unix servers**

<https://techsupport.services.ibm.com/server/pseries.subscriptionSvcs>

**Offering Information**

<http://www.ibm.com/common/ssi/OIX.wss>

**iSource**

<https://isource.ibm.com/world/index.shtml>

**Other sources of contact information****Customer Support Plan for pSeries US and Canada**

**For US:** <http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS243>

**For Canada:** <http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/PRS1061>

The last few pages of the PDF file are phone numbers and URLs for different types of pSeries support.

**IBM Software Support Handbook, "Support Contacts"**

<http://techsupport.services.ibm.com/guides/contacts.html>

An extensive list of contact numbers and websites focusing on software support.

**IBM Directory of Worldwide Contacts**

<http://www.ibm.com/planetwide/>

**Version information**

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*For questions or comments on this handbook, please email [Dawn Patterson](mailto:Dawn.Patterson@ibm.com).*