Overview of AIX Support

About this Document

This document contains a brief overview of AIX support. For more information, request these faxes from 1-800-IBM-4FAX:

1760 Using Program Services
2464 The AIX Support Family

You may also wish to order publication SA23-2690, *IBM POWERstation and POWERserver Customer Support Information.*

Phone Numbers

1-800-879-2755	Publications and publications lists
1-800-522-3422	Supplies
1-800-678-8014	/AIXtra Magazine — IBM's magazine for AIX professionals
1-800-426-2255	(1-800-IBM-CALL) Hardware, Software, Services
1-800-426-7378	(1-800-IBM-SERV) Hardware Service
1-800-225-5249	(1-800-CALL-AIX or callaix@vnet.ibm.com) Software Support Contracts
1-800-426-4329	(1-800-IBM-4FAX; outside the U.S. dial 514-855-4FAX from a fax machine phone) IBM Fax Information Service

Software Support

AIX software support consists of

Program Services	This is base support for code-related problems and is included in the Basic Software License Agreement. For more information, request fax number 1760 from 1-800-IBM-4FAX.
Support Line	Additional support to which customers can subscribe. For more information call 1-800-CALL-AIX, send Internet e-mail to callaix@vnet.ibm.com, or request fax number 2464 from 1-800-IBM-4FAX.

Information Sources

IBM Worldwide Web Information

The IBM Worldwide Web Information includes product announcements, problem reports, tips and hints, and program analysis reports.

The URL for the AIX services page is

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http://aix.boulder.ibm.com/
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The URL for the IBM home page is

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http://www.ibm.com/
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FixDist

FixDist is an electronic service available on the Internet that enables you to download software fixes from a server for AIX levels 3.2.5 and later. For more information, request fax number 1228 from 1-800-IBM-4FAX.

The IBM Fax Information Service

A wide variety of AIX information can be requested from the IBM Fax Information Service (1-800-IBM-4FAX). For a complete listing, call the service and request a RISC System/6000 index. For a listing of only the hints and tips from AIX support, call the service and request fax number 1829.

Reader's Comments

Please fax this form to (512) 823-4009, attention "AIXServ Information". You may also e-mail comments to: elizabet@austin.ibm.com. These comments should include the same customer information requested below.

Use this form to tell us what you think about this document. If you have found errors in it, or if you want to express your opinion about it (such as organization, subject matter, appearance) or make suggestions for improvement, this is the form to use.

If you need technical assistance, contact your local branch office, point of sale, or 1-800-CALL-AIX (for information about support offerings). These services may be billable. Faxes on a variety of subjects may be ordered free of charge from 1-800-IBM-4FAX. Outside the U.S. call 415-855-4329 using a fax machine phone.

When you send comments to IBM, you grant IBM a nonexclusive right to use or distribute your comments in any way it believes appropriate without incurring any obligation to you.

Note: If you have a problem report or item number, supplying that number may help us determine why a procedure did or did not work in your specific situation.

Problem Report or Item #: Branch Office or Customer #:

Be sure to print your name and fax number below if you would like a reply:

Name: Fax Number:

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