



1 New Orchard Road  
Armonk, New York 10504-1722

December 1, 2017

000021\_0007491

Attn: IT Director  
CITY OF AURORA  
44 E DOWNER PLACE  
AURORA, IL 60505-3302



Dear Valued IBM Client:

Thank you for doing business with IBM. On September 19, 2017 IBM announced plans to withdraw services and to discontinue from lease and rental agreements, and to withdraw from maintenance services, the machine types, models, and features listed on the Price Actions and Services Withdrawals website.

Our records indicate that you are in possession of the following product(s).

Machine Type	Model
8202	E4C

For a detailed listing of all affected products, refer to the Services announcement 917-163 dated September 19, 2017, at the following website.

<http://www-935.ibm.com/services/us/en/it-services/technical-support-services/price-actions-and-services-withdrawals/index.html>

This withdrawal action is necessary due to many factors that make it increasingly difficult to continue to keep the machines at a high level of performance and availability. We are providing you with your final notice that the machine types, models, features, and services listed at the website above will be discontinued from lease and rental, and will be terminated from maintenance services under the IBM Customer Agreement (or comparable agreement between us).

After the effective date of termination, IBM will offer limited hardware maintenance service available without lapse in coverage for select machine types and IBM hourly service will be available for purchased machines, except for non-IBM machines listed, and depending on the availability of skills and other resources. The IBM hourly service provided will be at applicable rates and will include all time, expense, and parts associated with the service. Orders for maintenance parts, in reasonable quantities for maintenance purposes, will continue to be accepted in the normal manner for three years following discontinuance, or until stocks are depleted, whichever is earlier. IBM will also accept special requests for Multiple Vendor Services (subcontracted maintenance) after the effective date of termination. Every effort will be made to find a supplier who can support the machines.

IBM appreciates your business. Should you have any questions or require additional information, please do not hesitate to contact your IBM, IBM Business Partner representative directly or call 877-426-3287 for assistance.

IBM is a registered trademark of International Business Machines Corporation in the United States or other countries or both. Other company, product or service names may be trademarks or service marks of others.