

Matt Dobecka

From: Mike Lamdagan [mikelam@cdwg.com]
Sent: Tuesday, October 26, 2010 1:36 PM
To: Matt Dobecka
Subject: RE: IBM Maintenance
Attachments: image002.jpg; image003.jpg

Hey Bud,
Sorry I didn't get to respond to you on this yesterday as I was out. Here is what I received yesterday from my IBM Team. Looks like I can't do it. Sorry Matt. I will try to catch on the next one. God Bless!

Mike -

Because the list you forwarded contained several high-end servers of the iSeries platform it required a records check. We are unable to quote a renewal to the list of machines because we have not sourced any of these high-end servers for this customer.

Customer needs to obtain coverage through the business partner who sold them the iSeries and other high-end equipment or go to IBM direct to source the coverage. We are contractually obligated by our business partner agreement to decline this opportunity.

Kind Regards,

Kathie Schmalz
IBM Maintenance - Team Lead

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From: Matt Dobecka [<mailto:mdobecka@co.collin.tx.us>]
Sent: Tuesday, October 26, 2010 12:55 PM
To: Mike Lamdagan
Subject: IBM Maintenance