



## **Announcing the Options Continuation Program**

### **Overview**

Announcing the Options Continuation Program, the newest addition to the IBM PC LifeCycle Care family of manageability and investment protection offerings. The Options Continuation Program, or OCP, extends the availability of selected Options by making them available to customers, business partners, and resellers through authorized OCP resellers effective November 15, 1999. This investment protection program provides up to an additional 18 months of availability, after the effective IBM Options withdrawal from marketing date, for select ThinkPad, Commercial Desktop, Intellistation, and Netfinity Options.

### **Marketing Information**

The Options Continuation Program is another investment protection offering in the IBM PC LifeCycle Care Program family. This offering extends the availability of select Options by IBM products, fulfilling them through OCP resellers after withdrawal from IBM marketing.

Large enterprise, and small / medium size business customers will experience greater flexibility in managing product standards, transitions, and redeployment of legacy systems into new roles. Home office, and mobile customers will benefit from the extended availability of needed computing components like batteries, memory, AC adapters, and docking stations for older mobile systems. This program will initially benefit customers in North America, and has planned growth to include other geographies at a later date.

Options Continuation Program Partners will provide:

- - New or refurbished Options
- - 18 Month extended Option availability
- - Minimum 90 day warranty period
- - Toll-free telephone and Web based sales capability
- - Next day shipping
- - Knowledgeable and helpful sales staff

For additional program details and listing of OCP partners, visit the OCP web site at

[www.pc.ibm.com/us/accessories/ocp](http://www.pc.ibm.com/us/accessories/ocp)

### **Terms**

Authorized OCP resellers will begin offering Options for sale after IBM withdraws them from marketing, and will seek to provide continued availability for up to 18 months. OCP resellers may offer Options in new or refurbished condition, and will disclose condition at time of sale. Prices will vary depending upon the condition of the products and quantity discounts may be available to resellers and business partners.

OCP resellers will provide this offering to direct customers, resellers, and IBM business partners to ensure long term investment protection and customer satisfaction. OCP resellers will provide warranty and will facilitate all product returns. The two resellers selected to participate in this pilot program are **I.T. Xchange** of Raleigh, North Carolina and iGo Corp (formerly #1-800-Batteries) from Reno, Nevada. I.T. Xchange will service the requirements of the desktop and server option customers and iGo for mobile users.

### **Trademarks**

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### **Authorized OCP Reseller - Desktop and Server Options**

**I.T. Xchange - U.S.A.**  
9241 Globe Center Dr. Suite 100  
Morrisville, North Carolina, 27560

**Phone: 877-377-5227**  
**Fax: 919-544-9828**

**I.T. Xchange - Canada**  
2715 Bristol Circle, Unit 100  
Oakville, Ontario, L6H 6X5

**Phone: 888-829-5333**  
**Fax: 905-829-8903**

**[www.itxchange.com](http://www.itxchange.com)**