

## TECHCONNECT CERTIFICATION DOCUMENT

Please enter your contact details below and sign the agreement on the last page.

Please print clearly.

Name \_\_\_\_\_

Title \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Country \_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Fax ( ) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### *Instructor Use Only*

Exam	Date	Score	P/F

## **TECHCONNECT CERTIFICATION DOCUMENT**

### **Certification Program**

This letter sets out the terms under which you can gain certification from IBM with the TechConnect Program, to better provide support for IBM PC Server and Netfinity Server product.

### **Certification**

To become certified you must demonstrate your proficiency in supporting IBM PC Server and Netfinity Server products by passing a test or tests that we designate. You must complete all certification criteria within one year from the date the first test is taken. Since it is important that you keep your knowledge and information current, we may, in our sole discretion, require you to fulfil additional requirements to retain your certification. We do not represent to you that certification will qualify you for any particular employment.

In relation to the designations mentioned below, set out below, is what you may and may not do with these designations, as follows;

### **IBM Professional Server Specialist (PSS)**

You may use the IBM PSS designation to show your progress through the IBM certification path for the TechConnect program. Note that you are only certified as a specialist in the configuration of current IBM PC and Netfinity Servers. You are therefore not permitted to represent yourself as a specialist on any product other than IBM PC and Netfinity Servers.

You do not have any IBM approval to recommend IBM Server hardware in combination with software.

### **IBM Professional Server Expert**

You may represent yourself as someone who is certified to design PC and Netfinity Server and LAN configuration at the system level, for configuration involving IBM PC and Netfinity Server hardware and the NOS for which you have been certified. You should note that you are not qualified or endorsed by IBM to service IBM PC and Netfinity Server hardware, provide warranty on IBM machines or implement or configure LAN solutions.

### **Prerequisites**

The current prerequisites for the IBM Server designations are:

### **IBM Professional Server Specialist (IBM PSS)**

You must attend one of the 4 day IBM Netfinity Server / NT Solutions (V5075) or IBM Netfinity Server / IntraNetware Solutions (V5072) courses, as offered by the IBM Personal Computer Institute and acquire a passing mark in the associated Server Hardware exam.

## **IBM Professional Server Expert (IBM PSE)**

You must attend one of the 4 day IBM Netfinity Server / NT Solutions (V5075) or IBM Netfinity Server / IntraNetwork Solutions (V5072) courses, as offered by the IBM Personal Computer Institute and acquire a passing mark in the associated Server Hardware and Network Operating System exams.

You must have a Network Operating System (NOS) certification from one of the below software vendors, namely:

- Novell for Netware
- Microsoft for Windows NT

## **Designations**

If you pass the relevant examination you will be entitled to refer to yourself as

- IBM PSS, or:
- IBM PSE Netware
- IBM PSE Windows NT

## **Restrictions and Obligations**

You may not copy or redistribute any of the documents provided to you as a part of the TechConnect program. You may not share PIN or Authorisation Id's or access to IBM Hotlines that have been provided solely for your individual use.

You agree only to represent your certification in the terms set out in this agreement.

## **Benefits of Certification**

Some of the benefits of Certification include;

- Receipt of periodical mailings, TechConnect CD's and Priority PSS or PSE Packs
- Access to IBM Raleigh Help centre in the USA
- Entry to compete for attendance at IMPACT - TechConnect's recognition event
- Use of the IBM PSS or PSE Certification as described above
- Use of the IBM Globally Certified logo on business stationery

## **Liability**

We are liable for any actual loss or damage caused by our negligence or breach of contract, up to the amount you paid us to become certified. In no event are we liable for loss of profits, loss of actual or anticipated savings or third party claims. This clause is in addition to any rights you may have under the Trade Practices Act (1974).

## **Indemnity**

# IBM Australia / NZ

**Phone:** +1 954 984 3306

**Fax:** +1954 984 3307

**E-Mail:** [help@tcsupport.com](mailto:help@tcsupport.com)

You will indemnify us in respect of any claims made against us caused by your actions, conduct, representation or advice's made by your using the Certification under the Agreement.

## **Trademarks**

We will provide you with advertising guidelines for our trademarks, service marks, trade names and titles (collectively called 'trademarks').

We will notify you in writing of the title you are authorised to use after successful completion of the relevant examination and proof of NOS certification if required for a title.

You may also use the emblem associated with that title. You may use the trademarks only as described in our guidelines or this agreement.

When this agreement ends you agree to cease using our trademarks immediately.

You agree that any goodwill attaching to the trademarks as a result of your use of them belongs to us. You agree not to register or use any mark that is confusingly similar to any of our trademarks.

## **General Provisions**

Neither of us is an employee, agent or contractor of the other. You may not transfer or assign your rights under this agreement. In order to maintain flexibility in our relationship we may vary this agreement on one month's notice. No such notice will be retrospective but will apply from the date we specify the notice.

Please indicate your acceptance of these terms and conditions by signing this letter and returning a copy of the signed page to the IBM TechConnect Customer Service Centre.

Name \_\_\_\_\_  
Please Print

Signed \_\_\_\_\_

Date \_\_\_\_\_