

## **FREEPOWER8 PROMO FAQ**

### **Save \$2,238 on Servers and Services in the SoftLayer DAL09 Data Center**

This document lists the details of the FREEPOWER8 promo code and answers the frequently asked questions we receive from customers. If you would like more information, please chat with a sales representative or call 866-398-7638.

Location: DAL09

Promo Code: FREEPOWER8

Expiration Date: September 30, 2016

#### **What do I get for using the promo code?**

By using the FREEPOWER8 promo code, you are able try POWER8 servers in the DAL09 SoftLayer data center. The promo code removes the fees for those servers and services ordered, including all applicable taxes and surcharges, up to US\$2,238. However, the US\$2,238 promotional offer is limited and has certain restrictions. Please read the rest of this document for more details.

#### **When can I start placing orders with the promo code?**

The FREEPOWER8 promo code is currently active. You can use it until it expires on September 30, 2016.

#### **To take advantage of this offer, does it matter whether I am a new or existing customer?**

Both new and existing customers can use the offer. However, SLIC accounts are not eligible for the promotion.

#### **Is the offer based on billing cycles for existing customers?**

Yes, the offer is based on billing cycle. In order for customers to take the full advantage of the offer, we advise you to order on the first day of your billing cycle. Once your new billing cycle starts, you will be charged the full amount for the order you placed.

#### **Can I use the promo code during any timeframe?**

The FREEPOWER8 promo code will only apply to the first order for your first month/first billing cycle.

#### **Can I use the FREEPOWER8 promo code more than once during that first month/billing cycle?**

No. Once you've activated the promo code, it can only be applied to your first order.

**I have already used the promo code to order a service. Can I reuse the promo code for different services?**

No. The offer is restricted to only one use per one customer.

**What is the last day I can use the promo code?**

The FREEPOWER8 promo code expires on September 30, 2016.

**What happens at the end of the promo period?**

To continue using the SoftLayer servers or services you ordered with the promo code, no action is required. Billing will automatically occur for the next billing cycle. If you wish to discontinue the SoftLayer servers and services ordered and used during the promo period, you must log in to your account in the SoftLayer customer portal and deactivate those servers and services before your next billing cycle begins.

**Can I combine the FREEPOWER8 promo code with other offers and promo codes?**

No. The FREEPOWER8 promo code may not be combined with other offers.

**Is the offer limited to any particular servers or services?**

The FREEPOWER8 promo code is only valid for POWER8 servers and services that are charged by the month.

**If I order servers and/or services of a total value less than \$2,238, do I receive a credit?**

No. The total discounted value can be up to US\$2,238 on the first order only. The promo code can be used one time for the first month/first billing cycle of service only. If you order less than US\$2,238 worth of servers or services, the remainder will not carry over into the next billing cycle.

**Where can I get more information on the offer?**

For more information about this promotion, please chat with a sales representative at <http://ibm.com/SLsupport> or call 866-398-7638.