

Customer FAQ for the Springer-Kluwer merger

1. What is the name of the new company?

Springer (a branch of Springer Science and Business Media)

2. When are you going to be one company?

As of July 1, Springer-Verlag and Kluwer Academic Publishers jointly will become known as Springer in the Americas. We have already begun integration activities and will continue over the next several months globally. However, customers in North and South America interested in doing business with the new Springer will have one point of contact starting July 1, 2004.

3. Will Springer and Kluwer content be put on one platform? If so, when?

Yes. We are evaluating several solutions and expect to have all content and data for both companies on a single platform by the end of 2004.

4. When will the web addresses change for all the journals?

Although our aim is to maintain the existing web addresses, we believe that some changes to the web addresses will be necessary. We will try to keep this disruption to a minimum. In most cases, current urls will be redirected to new urls resulting in minimal disruption to service.

5. How will you keep us notified of changes to the journal access?

Signing up for Kluwer Alert and or Springer Alert will keep you abreast of any changes via email to a journal. You can also check the library section of our websites:

Kluwer - <http://www.wkap.nl/libraries>

Springer - <http://www.springeronline.com/librarians>

6. Will the user statistics be merged and put on one platform? If so, when?

As part of the migration of all content to a single platform, we will also merge all of our usage reports to a common format. We also expect this to be completed by the end of 2004.

7. Will I get one quote and one invoice from the new Springer?

For the remainder of 2004 and 2005, billing invoices will remain separate. We will communicate any changes in invoicing at a later date.

8. Who do I contact if I have an access problem? Do you have a list of who to contact if I have an access, service or web stat problem?

For the remainder of 2004, please contact our support staff as you had in 2003. As we get closer to the end of the year, our support functions will merge. Springer will have a clear communication plan in place to inform you when this happens and what the new contacts will be.

Kluwer Online Journals support: kluweronline@wkap.nl

SpringerLink: For assistance inside the Americas: springerlink@springer-ny.com

SpringerLink: For assistance outside the Americas: springerlink@springer.de

SpringerLink after July 1: Springerlink@springer-sbm.com (Note: the above addresses will work for the remainder of 2004.

9. Can I continue to use my subscription agent to pay for my Kluwer and Springer titles?

Yes, you can continue to use your subscription agent. We are a vendor-friendly company and we encourage customers to conduct their business with us in whichever way is most convenient.

10. I have a license for Springer titles. Can I bring Kluwer titles into the license under the same terms?

Terms for existing Springer licenses will run their course. At the time when your existing Springer license comes up for renewal, your Licensing Manager can discuss new terms for both Kluwer titles and Springer titles. Should you want to enter into a new licensing agreement for both Kluwer and Springer titles sooner, please contact your Springer Licensing Manager.

11. I have a license for Kluwer titles. Can I bring Springer titles into the license under the same terms?

Terms for existing Kluwer licenses will run their course. At the time when your existing Kluwer license comes up for renewal, we can discuss new terms for both Kluwer titles and Springer titles. Should you want to enter into a new licensing agreement for both Kluwer and Springer titles sooner, please contact your Springer Licensing Manager.

12. I have no license at the current time. Can I sign a new license for both Springer and Kluwer titles?

Yes, it is possible to sign a new license for both Springer and Kluwer titles. Contact your Licensing Manager for details.

13. Whom do I call with licensing questions?

Licensing questions and details can be addressed to your Licensing Manager. A contact for your area is listed in this document.

14. Do you have any package deals on eBooks? Online Reference Works?

We have institutional licenses available for eBooks and Online Reference works. Contact your Licensing Manager for details on pricing, volume discounts, access, etc.

15. Who is my Licensing Manager after the merger?

Contacts for Springer's Academic Sales Team are:

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Kansas	Idaho	New York
Oklahoma	Utah	New Jersey
Texas	Arizona	Pennsylvania
Minnesota	New Mexico	Connecticut
Iowa	Colorado	West Virginia
Missouri	Wyoming	Virginia
	Montana	Washington DC
Arkansas		North Carolina
Louisiana	<u>Western Canada, including:</u>	South Carolina
Wisconsin	Alberta	Georgia
Illinois	Vancouver	Florida
Indiana	Calgary	
Kentucky	Saskatchewan	<u>Eastern Canada, including:</u>
Tennessee		New Brunswick-Canada
Mississippi		Nova Scotia-Canada
Indiana		Ontario
Alabama		
Michigan		
Ohio		