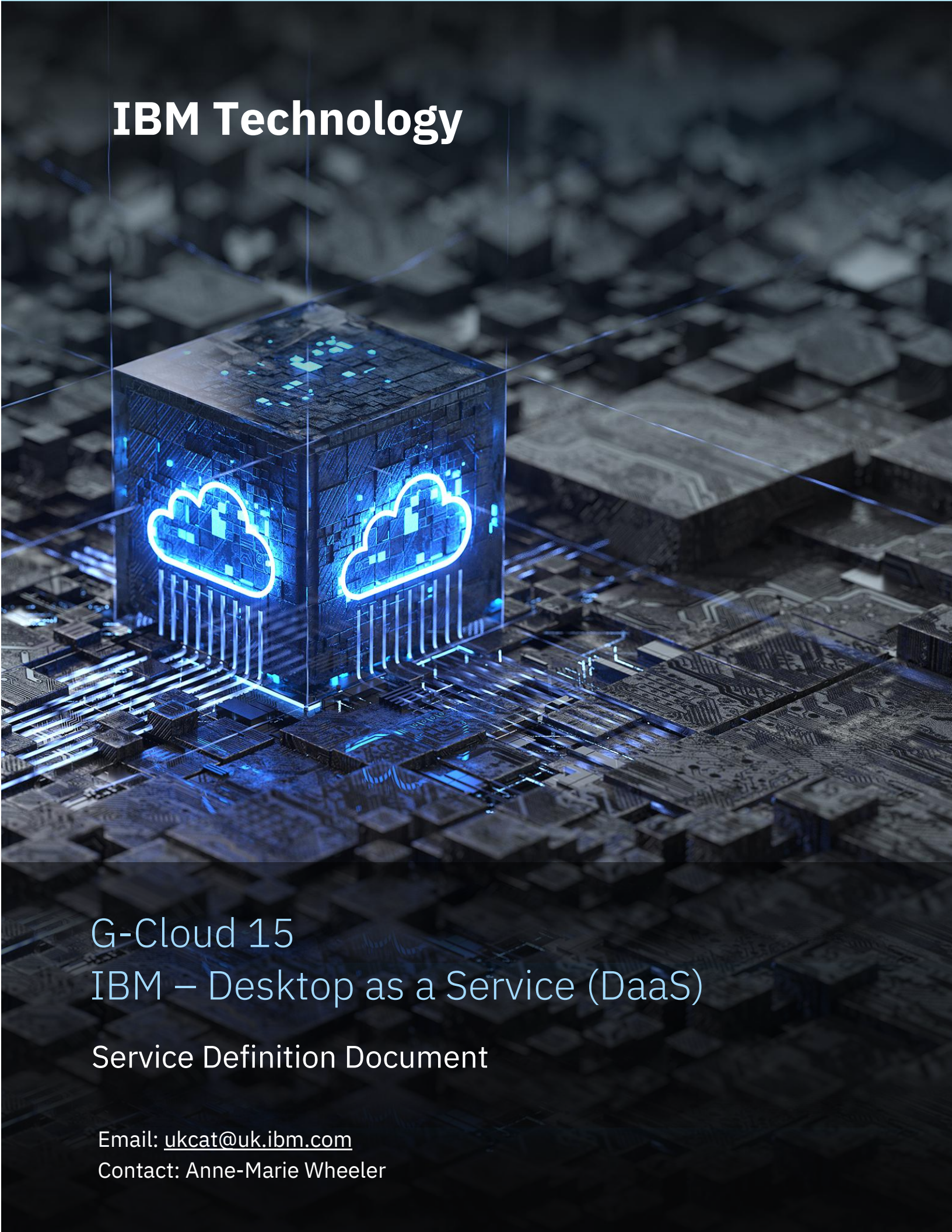


IBM Technology



G-Cloud 15 IBM – Desktop as a Service (DaaS) Service Definition Document

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Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service

The Offering is a infrastructure as a service offering that will be available on the IBM Cloud Catalog. Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management features for the selected services.

1.1 Offerings

The Client may select from the following available offerings.

1.2 IBM Cloud DaaS

With Dizzion Cloud PC on IBM Cloud VPC, organizations can streamline their virtual desktop delivery by combining the power of the Dizzion cloud-native platform with the global scale and security of IBM Cloud. This fully managed Desktop as a Service (DaaS) solution enables persistent, personal Windows 11 desktop experiences, built for hybrid work and maximum productivity. We offer two complementary tiers - Core and Complete - to fit every operational model. The Core Tier is ideal for organizations that already have in-house IT operations, identity services, and endpoint management tools in place. If your team can handle monitoring, patching, and support with existing staff and systems, Core lets you spin up Cloud PCs in minutes - without overhauling your workflows. Companies with 25 or more users can choose from five performance-tuned configurations, plug into your existing AD or run as standalone, and deploy directly over the internet or via private networking.

The Complete Tier builds on the flexibility of Core with enterprise-grade management, security, and unlimited scalability for 50+ desktops, and requires Private Network Access per region. With Dizzion-managed services - Overwatch real-time observability & analytics, automated OS and Application patching, and self-service software deployment for up to two administrators - you get a truly hands-off Cloud PC experience. Tailored for organizations requiring centralized identity, granular performance controls, and seamless global expansion, the Complete Tier also offers a rich add-on catalog - from vulnerability monitoring to

advanced firewalling - delivering a turnkey solution that scales with your business. The only elements you manage are end-user support and application deployment.

Whether you are migrating from on-premises VDI or looking to modernize legacy PC deployments, Dizzion Cloud PC provides a seamless path forward with predictable pricing, great user experience, fast provisioning, simplified management, and deployment.

Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.

3.2 Charges

3.3 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Application Instance is a copy of a uniquely named software application program connected to or managed by the Cloud Services. An Application in multiple environments (such as test, development, staging or production) or multiple instances of an Application within a single environment are considered a separate Application Instances.
- Gigabyte-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month.
- Gigabyte Transmitted is each GB (2 to the 30th power bytes) of data transmitted to and from the Cloud Services.
- Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications made available to the Cloud Services.

4. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.