

IBM Technology



G-Cloud 15 IBM – Cloud Direct Link Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

IBM Cloud Direct Link Dedicated

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

1. Cloud Service

IBM Cloud™ Direct Link Dedicated is an IBM Cloud Network offering, with availability in locations around the globe. Each Direct Link connection enables Clients to create direct, private connections between their remote network environments and their IBM Cloud deployments--without touching the public internet. The IBM Cloud Direct Link Dedicated service is a routed, OSI Layer-3 service.

1.1 Offerings

The Client may select from the following available offerings.

1.2 IBM Cloud Direct Link Dedicated

This Cloud Service offers a direct connection to the IBM Cloud private network backbone, with deterministic latency, speeds up to 10 Gbps, with VPC connectivity, metered billing, and support for BYoIP.

1.2.1 IBM Cloud Direct Link Dedicated on Classic

This Cloud Service offers a direct connection to the IBM Cloud private network backbone, with deterministic latency and speeds up to 10 Gbps for IBM Cloud classic infrastructure.

1.2.2 IBM Cloud Direct Link Dedicated Hosting on Classic

This Cloud Service provides a dedicated, single-tenant, connection to the IBM Cloud network with hardware co-located in IBM Cloud data centers.

1.3 Optional Services

1.3.1 Global Routing

The default routing option is Local routing. It provides access to data centers within the same market as the Direct Link PoP (denoted, for example, as DAL, AMS, or MEL). The Global routing option is required as an add-on to connect Client's IBM Cloud resources to other IBM Cloud resources in data centers outside the local market. It is used to share workloads between IBM Cloud resources (for example Dallas to Ashburn, or Dallas to Frankfurt).

2. Data Processing and Protection Data Sheets

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=23C6E080887811E9BFD5252BC35BF06E>

3. 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.

2. Charges

4.1. 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:

i126-8695-03 (12/2023)

Page 1 of 2

Instance is each access to specific configuration of the Cloud Services.

Gigabyte (GB) Transmitted Outbound is each GB (2 to the 30th power bytes) of data transmitted from the Cloud Services.

4.2 Partial Monthly Charges

Each Instance is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

3. 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.

i126-8695-03 (12/2023)

Page 2 of 2