

IBM Technology



G-Cloud 15
IBM – Cloud Infrastructure (IaaS)

Service Definition Document

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IBM Cloud Infrastructure (IaaS) Services

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

1. Cloud Service

Infrastructure Services in IBM Cloud are bare metal and virtual servers, networking, storage, and security services.

1.1 Offerings

The Client may select from the following available offerings:

- IBM Cloud Bare Metal
- IBM Cloud Virtual Servers
- IBM Cloud Block Storage
- IBM Cloud File Storage
- IBM Content Delivery Network
- IBM Direct Link Connect
- Gateway Appliance
- IPsecVPN
- Secondary Subnets/IPs
- VLAN
- Fortigate Security Appliance
- Hardware Firewall
- IBM Cloud Load Balancer
- SSL Certificates

2. Data Processing and Protection Data Sheets

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

IBM Cloud Bare Metal

<https://www.ibm.com/software/reports/compatibility/clarity->



reports/report/html/softwareReqsForProduct?deliverableId=A1D40D30B51C11E7A9EB066095601ABB

IBM Cloud Virtual Servers (includes Gateway Appliance, Subnets/Ips, Fortigate Security Appliance, Hardware Firewall, and VLAN)

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=0AED9930AEB011E7A9EB066095601ABB>

IBM Cloud Block Storage

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=EDA2FD30AE0911E7A9EB066095601ABB>

IBM Cloud File Storage

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8F3F8460AE0A11E7A9EB066095601ABB>

IBM Content Delivery Network

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D2A0FFF0B2B911E7A9EB066095601ABB>

IPSecVPN

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D336428033B011E9A2FA4C3A720B6697>

IBM Cloud Load Balancer

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=C5EB3470AFCA11E7A9EB066095601ABB>

SSL Certificates

Due to the nature of this offering, there is no applicable data sheet for this service.

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 the Cloud Services.

3.2 Technical Support

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

4. Charges

4.1 Charge Metrics

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

5. 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.

