

IBM Technology



G-Cloud 15 IBM – API Connect Service Definition Document

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Overview

Service Description

IBM API Management solution provides organisations with the tools to Create, Run, Manage, Secure and Analyse APIs with complete lifecycle management for enterprise grade workloads. An award-winning API Portal for developers from B2B/B2C enables easy API onboarding and fantastic consumer experience. Advanced analytics provide insights to better manage APIs.

Service features

- API security and policy enforcement
- Automated, visual and coding options for creating APIs
- Node.js and Java® support for creating Microservices
- Access control over APIs, API Plans and API Products
- Advanced API usage Analytics
- Customizable, self-service developer portal for publishing APIs
- Policy enforcement, security and control
- API Management
- Dedicated & HA Instances available as SaaS on IBM Cloud

Why the service is needed.

- Accelerates time to innovation by providing immediate API Management platform
- Accelerates time to value by lowering cost of set up
- Accelerates the time to value by speed of delivery

Service Options

IBM API Connect (APIC) – Service-option overview

Option	Deployment	Licensing Pricing	Key Notes
API Connect Enterprise	On-premises, private cloud, or	• Perpetual	Full-lifecycle API management,

	on-prem OpenShift/VMware	(PVU-based) or Subscription (VPC-based) • Add-on “API Calls” tier for usage-based billing	developer portal, policy enforcement, analytics.
API Connect Reserved Instance	IBM Cloud (single-tenant, isolated)	Fixed-term subscription (12-month minimum) • Capacity expressed in VPCs • Includes 24 × 7 support	Ideal for enterprises that need dedicated gateway placement and tighter security.
API Connect as a Service (ACaaS)	IBM Cloud SaaS (multi-tenant)	Usage-based – number of API calls per month (tiered)	Quick-start, no infrastructure ops; scales automatically.
API Connect as a Service Advanced	IBM Cloud (AWS Marketplace)	Same API-call model, but with dedicated gateway option on AWS and optional VPC isolation	Adds flexibility for customers co- locating with AWS workloads
API Connect on AWS	Deploy on Amazon EKS/ROSA or EC2	Subscription (VPC) or API-call tier; can be purchased via AWS Marketplace	Leverages existing AWS IAM, VPC networking, and regional availability.
API Connect Lite / Developer	Cloud (IBM Cloud) – free tier	Free up to a limited number of API calls (e.g., 1 M calls/month)	Good for proof-of-concepts, learning, or small-scale apps.
Add-ons		• DataPower gateway integration • Advanced analytics (IBM Instana) • Hybrid-gateway licensing for mixed on- prem/cloud	Extend core capabilities without changing the base edition.



IBM API Connect

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

IBM Cloud, IBM's open standards cloud platform for building, running, and managing apps and services, is a technical pre-requisite for the Cloud Service. New users can register for access via the online registration form: <https://console.ng.bluemix.net/registration>.

Cloud Service

IBM API Connect Enterprise Reserved Instance enables Client to create, run, manage, and secure APIs and microservices allowing API developers and businesses to design APIs with enterprise-grade security policies. The Cloud Service also allows the sharing of APIs across organizational boundaries and environments, while gaining insight into API usage. Also this service includes additional support for the clustering of a large number of nodes within a single datacenter and also across multiple datacenters when used in Client computing environment. The IBM Program included with this Reserved Instance offering is IBM API Connect Enterprise.

Content and Data Protection

The Data Processing and Protection data sheet (Data Sheet) provides information specific to the Cloud Service regarding the type of Content enabled to be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. Any details or clarifications and terms, including Client responsibilities, around use of the Cloud Service and data protection features, if any, are set forth in this section. There may be more than one Data Sheet applicable to Client's use of the Cloud Service based upon options selected by Client. The Data Sheet may only be available in English and not available in local language. Despite any practices of local law or custom, the parties agree that they understand English and it is an appropriate language regarding acquisition and use of the Cloud Services. The following Data Sheet(s) apply to the Cloud Service and its available options. Client acknowledges that i) IBM may modify Data Sheet(s) from time to time at IBM's sole discretion and ii) such modifications will supersede prior versions. The intent of any modification to Data Sheet(s) will be to i) improve or clarify existing commitments, ii) maintain alignment to current adopted standards and applicable laws, or iii) provide additional commitments. No modification to Data Sheet(s) will materially degrade the data protection of a Cloud Service.

Link(s) to the applicable Data Sheet(s): <https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4CA6AA20BAEB11E5843895D6F7A6FCC6>

Client is responsible to take necessary actions to order, enable, or use available data protection features for a Cloud Service and accepts responsibility for use of the Cloud Services if Client fails to take such actions, including meeting any data protection or other legal requirements regarding Content.



IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and DPA Exhibit(s) apply and are referenced in as part of the Agreement, if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content. The applicable Data Sheet(s) for this Cloud Service will serve as the DPA Exhibit(s). If the DPA applies, IBM's obligation to provide notice of changes to Subprocessors and Client's right to object to such changes will apply as set out in DPA.

Service Level Agreement

IBM provides the following availability service level agreement ("SLA") for the Cloud Service as specified in a PoE. The SLA is not a warranty. The SLA is available only to Client and applies only to use in production environments.

Availability Credits

Client must log a Severity 1 support ticket with the IBM technical support help desk within 24 hours of first becoming aware that there is a critical business impact and the Cloud Service is not available. Client must reasonably assist IBM with any problem diagnosis and resolution.

A support ticket claim for failure to meet an SLA must be submitted within 3 business days after the end of the contracted month. Compensation for a valid SLA claim will be a credit against a future invoice for the Cloud Service based on the duration of time during which production system processing for the Cloud Service is not available ("Downtime"). Downtime is measured from the time Client reports the event until the time the Cloud Service is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM's control; problems with Client or third party content or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing. IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 10 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

For bundled Cloud Services (individual Cloud Service offerings packaged and sold together as a single offering for a single combined price), the compensation will be calculated based on the single combined monthly price for the bundled Cloud Service, and not the monthly subscription fee for each individual Cloud Service. Client may only submit claims relating to one individual Cloud Service in a bundle at a given time.

Service Levels

Availability of the Cloud Service during a contracted month

High Availability Multiple Public Region or Multiple Dedicated/Local	Single Dedicated/Local	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
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Environments Availability Service Level	Environment Availability Service Level	
Less than 99.95	Less than 99.5	10%
Less than 99.90	Less than 99.0	25%

*** If the Cloud Service was acquired from an IBM Business Partner**, the monthly subscription fee will be calculated on the then-current list price for the Cloud Service in effect for the contracted month which is the subject of a claim, discounted at a rate of 50%. IBM will make a rebate directly available to Client.

Availability, expressed as a percentage, is calculated as: the total number of minutes in a contracted month minus the total number of minutes of Downtime in a contracted month divided by the total number of minutes in the contracted month.

Technical Support

Technical support for the Cloud Service is provided via email, online forums, and an online problem reporting system. IBM's software as a service support guide available at https://www.ibm.com/software/support/saas_support_guide.html provides technical support contact and other information and processes. Technical support is offered with the Cloud Service and is not available as a separate offering.

Non-disruptive maintenance will be carried out periodically as required without a defined maintenance window. For disruptive changes, a maintenance window will be proposed to the customer in advance and can be rescheduled to a date within 60 days of the proposed date subject to availability from our Operations team.

Entitlement and Billing Information

Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

- Million API Calls – is a unit of measure by which the Cloud Service can be obtained. An API Call is the invocation of the Cloud Service through a programmable interface. Sufficient entitlements must be obtained to cover the total number of API Calls, rounded up to the nearest one Million, during the measurement period specified in Client's Proof of Entitlement or Transaction Document.
- Hundred Thousand API Calls – is a unit of measure by which overage charges for the Cloud

Service will be calculated. An API Call is the invocation of the Cloud Service through a programmable interface. Overage charges will be calculated to cover the total number of API Calls used in excess of



what is provided in Client's base entitlement, rounded up to the nearest hundred thousand, during the measurement period.

Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, an overage charge will be billed at the rate specified in the Transaction Document in the month following such overage.

Billing Frequency

Based on selected billing frequency, IBM will invoice Client the charges due at the beginning of the billing frequency term, except for overage and usage type of charges which will be invoiced in arrears.

Term and Renewal Options

The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE. Renewals are subject to an annual price increase as specified in a quote. In the event the automatic renewal is after receipt of an IBM notice of a withdrawal of the Cloud Service, the renewal term will end the earlier of the end of the current renewal term or the announced withdrawal date.

For continuous use, the Cloud Service will continue to be available on a month-to-month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90-day period.

Additional Terms

General

Client agrees IBM may publicly refer to Client as a subscriber to the Cloud Services in a publicity or marketing communication.

Client may not use Cloud Services, alone or in combination with other services or products, in support of any of the following high risk activities: design, construction, control, or maintenance of nuclear facilities, mass transit systems, air traffic control systems, automotive control systems, weapons systems, or aircraft navigation or communications, or any other activity where failure of the Cloud Service could give rise to a material threat of death or serious personal injury.

Enabling Software



The Cloud Service requires the use of enabling software that Client downloads to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. Enabling software is provided “AS-IS”.

IBM API Connect Enterprise Reserved Instance includes enabling software that Client may download to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. The enabling software provided to Client is: IBM DataPower Gateway Virtual Edition.

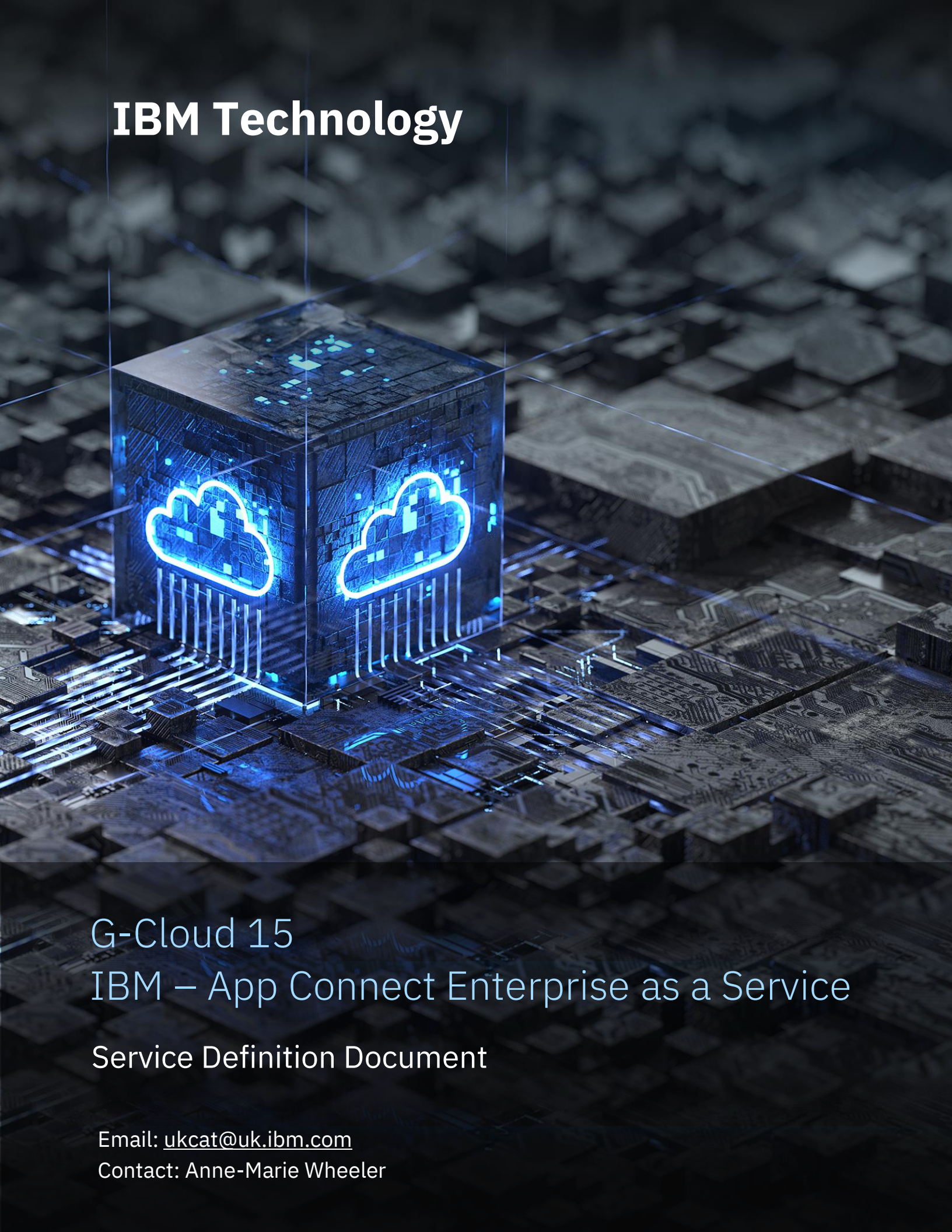
Disaster Recovery

Our Business Continuity Plan (BCP) follows the Bluemix stated objectives:

- Recovery Plan Objective (RPO) = 12 hrs
- Recovery Time Objective (RTO) = 24 hrs



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G-Cloud 15 IBM – App Connect Enterprise as a Service Service Definition Document

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Overview

Service Description

At IBM the core capabilities of iPaaS are provided "App Connect Enterprise". This allows users to: Build & test integration flows w/ authoring tools Transform data between data formats Connect with hundreds of applications with pre-build smart connectors and templates Manage health and performance of flows and integration runtimes.

Why the service is needed.

Service features

- Build and test integration flows with authoring tools
- Transform data between data formats
- Connect with hundreds of applications with pre-build connectors and templates
- Manage health and performance of flows and integration runtimes
- Simplified, flexible integration replacing traditional complex point-to-point connectivity Service benefits

Service benefits

- Faster flow development and deployment
- Reduced complexity of deployment management
- Easier forecasting & entitlement tracking
- Allows department to deliver new composite applications and solutions faster
- No need to set up your own Runtimes Service Options

Service Options

IBM App Connect Enterprise (ACE)

Options	Deployment Model	Core Capabilities	Typical use-case
ACE on IBM Cloud (Managed Service)	Fully-managed SaaS, single-tenant or multi-tenant VPC	• Zero-admin provisioning	

		• Automatic patching & HA • Integrated IAM, TLS, monitoring	Organizations that want integration without managing infrastructure.
ACE on IBM Cloud Pak for Integration	Containerised operator on Red Hat OpenShift (or any CNCF-compatible K8s)	• Git-ops lifecycle (declarative server/flow definitions) • Built-in Instana observability • Seamless scaling of integration servers	Teams adopting a Kubernetes-native integration platform and CI/CD pipelines.
ACE on-premises (VM / Bare-metal)	Installable binaries for Linux, Windows, AIX, IBM i, z/OS	• Full feature set (Advanced Message Security, clustering, MQ adapters) • Custom sizing, storage, networking control	Enterprises with strict data-sovereignty or existing data-center investments.
ACE Appliance	Pre-configured hardware (M2002/M2003) with embedded ACE runtime	• Turn-key installation, built-in HA/DR, encrypted storage. • Minimal operational overhead	Sites that need an on-premise, low-maintenance messaging backbone.
ACE Developer-only (Docker image)	Local Docker container (macOS, Windows, Linux)	• Quick start for development & testing • CLI/Toolkit available inside container	Developers who want a lightweight sandbox without a full server install



IBM Technology



G-Cloud 15 IBM – Aspera Enterprise on Cloud Service Definition Document

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Overview

Service Description

IBM Aspera - A proven rapid data transfer SaaS offering for sharing large files and data sets in an easy drag-and-drop format, from and to any datacentre, whether cloud or on premises. Aspera is scalable, secure with encryption as standard. E.g. Video files, X-Ray Imagery, Forensic Files, VM images, Databases and Live streams.

Why the service is needed.

Service features

Core Transfer & Performance Features

- FASP Technology: Patented protocol for maximum transfer speeds over any distance, utilizing full bandwidth without impacting other traffic.
- High-Speed File Transfer: Accelerates movement of large files and datasets, ideal for video, medical imaging, and big data.
- Drag-and-Drop Interface: Simple, user-friendly way to initiate transfers.
- Desktop Integration: Seamlessly integrates with web browsers for high-speed uploads/downloads via a desktop app.

Security & Reliability

- End-to-End Encryption: Data is encrypted in transit and at rest for maximum security.
- Data Integrity: Verifies data accuracy post-transfer, preventing corruption.
- Access Controls: Strong user management and permissions.
- Resilience: Automatic retries and resumption of interrupted transfers.

Management & Scalability

- Hybrid Cloud Support: Works across on-premises, private, and public clouds (IBM, AWS, Azure, Google).
- Workflow Automation: Tools for automating large-scale data workflows.
- Global Distribution: Efficiently shares content worldwide.
- APIs: Rich APIs for deep application integration



Service benefits

Proprietary FASP technology maximizes transfer speeds and security while avoiding network congestion.

- Get faster time to value by accelerating transfer workflows
- Lower costs by reducing transfer errors
- Enhance your security posture with end-to-end encryption

Service Options

IBM Aspera service options

Offering	Deployment Model	Core Capabilities	Typical use-case
Aspera on Cloud	SaaS (public IBM Cloud) – multi-tenant or dedicated VPC	• Managed FASP engine, web UI, REST/CLI APIs • Built-in encryption, SAML/LDAP auth, usage-based billing • 14-day free trial, 4 pricing tiers (Lite, Standard, Advanced, Enterprise)	Fast, secure file transfer for teams that don't want to manage infrastructure.
Aspera Enterprise	Self-managed software (on-premises, private-cloud or IaaS)	• Full-featured FASP server, high-speed transfer endpoints, faspio gateway • Unlimited concurrent transfers, customizable policies, integration with IBM Cloud Object Storage or on-prem storage • License-based (per-TB or per-node) with optional support contracts	Organizations with strict data-sovereignty, regulatory or latency requirements that need full control of the environment.
Aspera Endpoint / faspio Gateway	Lightweight on-prem or edge appliance	• API-driven transfer endpoint for embedding FASP into existing applications or pipelines	Augment existing backup or migration tools with high-speed transport without a full Aspera server.

Aspera Hybrid (Cloud Pak for Integration)	Containerised Aspera component deployed via CP4I on Red Hat OpenShift	• Supports TCP/UDP-based streaming, database replication, backup workloads • Same FASP engine packaged as a container, managed by the CP4I operator • Seamless integration with other integration services (MQ, Event Automation) and IBM Cloud Monitoring	Enterprises already on a Kubernetes-native integration platform that want unified ops and scaling.
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The IBM logo, consisting of the letters "IBM" in a bold, blue, sans-serif font. The letters are composed of horizontal stripes, with the "I" and "M" having eight stripes and the "B" having seven stripes.

IBM Technology



G-Cloud 15 IBM – Cloud Database Service Definition Document

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IBM Cloud Databases

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Databases

IBM Cloud Databases is a fully managed collection of open source databases available through a consistent consumption, pricing, and interaction model.

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 for "on IBM Cloud" deployments. It does not apply to "on IBM Cloud Satellite" deployments:

IBM Cloud Databases for DataStax

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=614C6AA07FA911EAA70A37ED93A63393>

IBM Cloud Databases for PostgreSQL

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CD09D2E06DC811E8A0B560E89C071ECC>

IBM Cloud Messages for RabbitMQ

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=040987F07A6111E89D57EFEED3CB8BE9>

IBM Cloud Databases for Redis

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=FCDD4BA07A5D11E89D57EFEED3CB8BE9>

IBM Cloud Databases for Elasticsearch

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B9C96C207A5E11E89D57EFEED3CB8BE9>

IBM Cloud Databases for etcd

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B9C96C207A5E11E89D57EFEED3CB8BE9>

reports/report/html/softwareReqsForProduct?deliverableId=5EE00B106DCB11E8A0B560E89C071EC
C

IBM Cloud Databases for MongoDB

<https://www.ibm.com/software/reports/compatibility/clarityreports/report/html/softwareReqsForProduct?deliverableId=F57A00B07A6111E89D57EFEED3CB8BE9>

IBM Cloud Databases for EnterpriseDB <https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8431A2207FA811EAA70A37ED93A63393>

IBM Cloud Databases for MySQL

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=A7FAF020703C11E982882C5D069DA07A>

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.

4. 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:

- Gigabyte (GB)-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.

4.2 Partial Monthly Charges

Each Gigabyte-Month and Virtual Processor Core is billed monthly. Partial month deployment/usage will be pro-rated.

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.

5.1 IBM Cloud Databases Enabled by IBM Cloud Satellite

To the extent Client uses this Cloud Service in conjunction with the IBM Cloud Satellite Cloud Service, IBM may provide Client certain "Cloud Services Software" related to this Cloud Service.

Client's terms of use with respect to such Cloud Services Software are as follows:

The Cloud Services Software is owned by IBM or an IBM supplier, and is copyrighted and licensed, not sold. IBM grants Client a nonexclusive license to use the Cloud Services Software only for the same purposes that Client is authorized to use this Cloud Service, as described in this SD, and only in connection with Client's authorized use of the IBM Cloud Satellite Cloud Service, as described in the SD for that Cloud Service, provided that:

- a. Client has lawfully obtained the Cloud Services Software and complies with the terms of the Agreement; and
- b. Client ensures that anyone who uses the Cloud Services Software (accessed either locally or remotely) complies with the terms of the Agreement; and
- c. Client does not 1) use, copy, modify, or distribute the Cloud Services Software; 2) reverse assemble, reverse compile, otherwise translate, or reverse engineer the Cloud Services Software, except as expressly permitted by law without the possibility of contractual waiver; 3) use any of the Cloud Services Software's components, files, modules, audio-visual content, or related licensed materials separately from that Cloud Services Software; or 4) sublicense, rent, or lease the Cloud Services Software without explicit written permission from IBM.

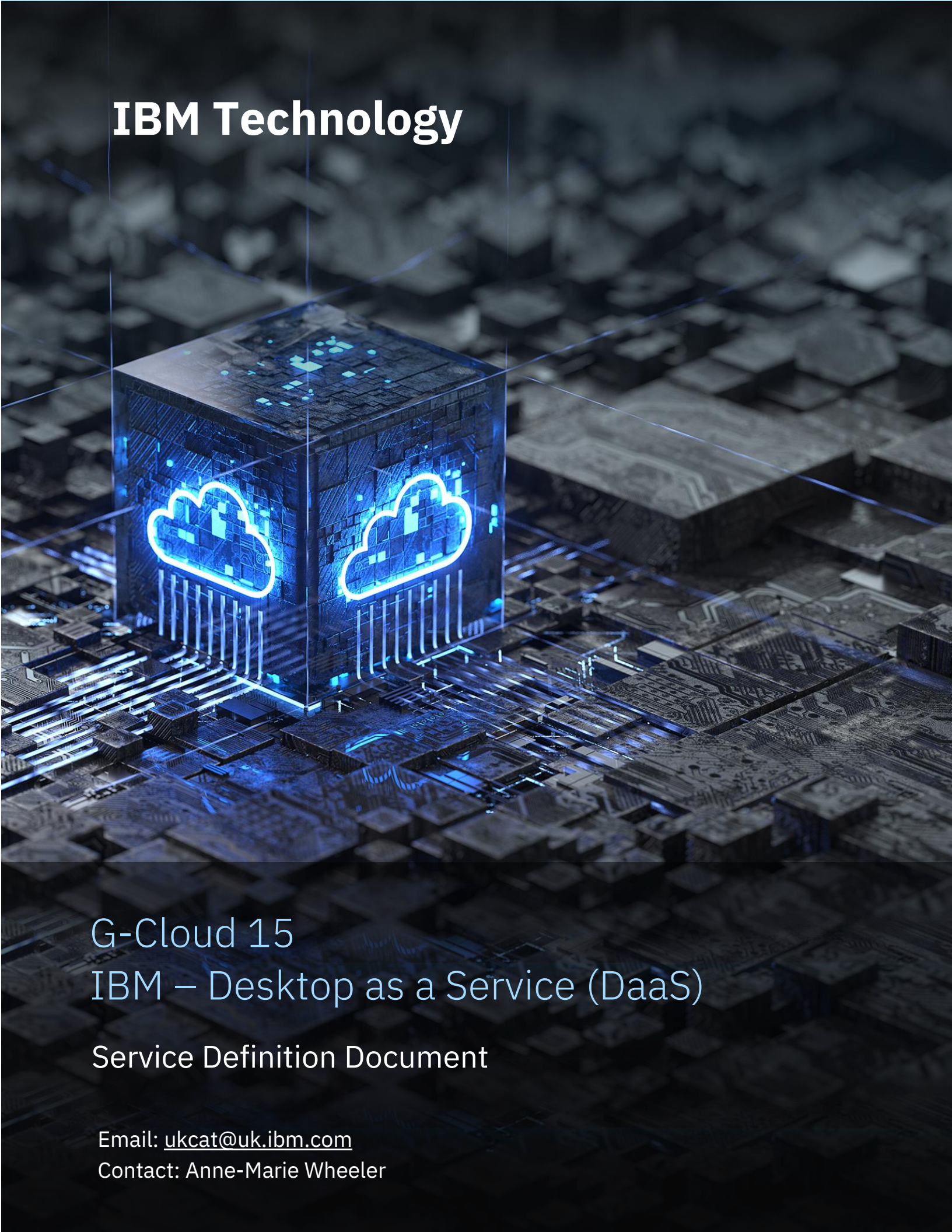
The Cloud Services Software is considered Enabling Software (as defined in the Agreement).

Client agrees to create, retain, and provide to IBM and its auditors accurate written records, system tool outputs, and other system information sufficient to provide auditable verification that Client's use of all Cloud Services Software is in compliance with the Agreement, including, without limitation, all of IBM's applicable licensing and pricing qualification terms.

Upon reasonable notice, IBM may verify Client's compliance with the Agreement at all sites and for all environments in which Client uses (for any purpose) Cloud Services Software subject to this SD and the Agreement. Such verification will be conducted in a manner that minimizes disruption to Client's business, and may be conducted on Client's premises, during normal business hours. IBM may use an independent auditor to assist with such verification, provided IBM has a written confidentiality agreement in place with such auditor.



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.

IBM Technology



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

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IBM Cloud Additional Service Description

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)

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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.

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IBM Technology



G-Cloud 15 IBM – Cloud for RedHat Openshift Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Cloud Kubernetes Service

IBM Cloud Kubernetes Service is a managed offering leveraging Kubernetes as the orchestration engine for automating deployment, scaling, and operations of application containers across clusters. Each cluster provides native Kubernetes capabilities and world-class user experience while supporting IBM added capabilities – Vulnerability Advisor, monitoring, logging, service binding, networking, volume service for persistent data, and easy integration with IBM value-added capabilities such as Watson, IoT, and Analytics. Kubernetes is the orchestrator of choice for enterprise-grade container deployments and allows portability between multi-cloud environments.

1.1.2 Red Hat OpenShift on IBM Cloud

IBM Cloud users are also able to provision Red Hat® OpenShift® as their base container platform when utilizing the managed Kubernetes service. Red Hat OpenShift is a comprehensive enterprise-grade application platform, built for containers with Kubernetes and lets Client build, develop, and deploy cloudnative applications in the IBM Cloud.

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.

- IBM Cloud Kubernetes Service
[https://www.ibm.com/software/reports/compatibility/clarity-](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762)

[reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762)

- Red Hat OpenShift on IBM Cloud
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762>
- Red Hat OpenShift on IBM Cloud (Satellite)
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=23E077B0E5B411ECB38D80D9B503538C>

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.

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4. 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:

- Instance is each access to a specific configuration of the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Gigabyte (GB) – Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Server-Hour is each hour a Virtual Server is made available or managed by the Cloud Service. A Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications.

4.2 Partial Monthly Charges

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

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.

5.1 Enabling Software

The Cloud Service contains the following Enabling Software:

- BM Cloud Kubernetes Service includes an IBM Cloud cli extension (ibmcloud ks).

5.2 IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

These terms only apply to the IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud services, and not to software contents of the container Client may manage through the Cloud Service. Client must ensure they have sufficient license rights to any software content included in the container images built or managed through this Cloud Service.

IBM will delete all worker nodes from a deployed cluster if an IBM Cloud account is deactivated. Thirty (30) days after deactivation of the IBM Cloud account, the master node will be deleted. All data within the cluster will not be recoverable.

IBM will delete all worker and master nodes from a deployed cluster if the IBM Cloud account is deleted. All data within the cluster will not be recoverable.

Reservations allows a user to make an advanced commitment to IBM Cloud Kubernetes Service or Red Hat OpenShift on IBM Cloud worker nodes for a discounted rate compared to on-demand hourly pricing. Reservations are purchased per the terms and conditions outlined in the agreement. Capacity is provided on a best effort and failure to deploy clusters from the Client's reserved instance pool may result in a credit based on the percentage of used reserved instance capacity through IBM Cloud. Charges for Reservations are applied for each month in the term. The Client is billed each month for the discounted cost, regardless of worker node usage.

5.3 Satellite Deployment

Deployment of Red Hat OpenShift on IBM Cloud (Satellite) is subject to the Enabling Software terms as defined under the IBM Cloud Additional Service Description for IBM Cloud Satellite found: <https://www.ibm.com/support/customer/csol/terms/?id=i126-8913>.

IBM Technology



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IBM – Cloud for SAP Workloads

Service Definition Document

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Contact: [Anne-Marie Wheeler](#)



Service Description

IBM Cloud

IBM Cloud allows Client to deploy selected Cloud Services and Content, including Client applications and data, within IBM's public cloud environment.

1. Cloud Services

Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management of features for the selected Cloud Services (including security, backup, failover, restore, and monitoring).

1.1 Core Services

The IBM Cloud includes a number of core services that enable Client to: i) view, select and provision services; ii) view and manage Client's IBM Cloud account, including authorize users, set permissions, and manage account and billing; iii) request support; and iv) view available support documentation (Core Services). Details regarding the Core Services, including specific data processing and protection provisions, are at <http://www.ibm.com/terms/?id=i126-9524>.

The IBM Cloud user interfaces (UI) consist of on-line portals, APIs, command line interfaces, or, where available, assisted ordering (Client order placement via IBM sales support staff). Client may use any UI to select and deploy Cloud Services from the IBM Cloud catalog. Client is responsible to select and configure services to meet Client's technical, security, compliance, and other requirements. Client is responsible for maintaining and protecting all access keys generated for each Cloud Service. The UIs, support documentation, and other information may be presented only in English, and the English version governs any conflict with a translation.

1.2 Additional Service Descriptions

Additional Service Descriptions (Additional SD) are available from the IBM Cloud catalog for each Cloud Service. Each Additional SD describes the Cloud Service, including options and terms, if any, specific data processing and protection provisions, or identification of Enabling Software. Client can view the Additional SD by clicking on the offering's "Terms" link in the IBM Cloud catalog for that offering. Any conflicting terms in the Additional SD that override terms in this IBM Cloud Service Description, or the base agreement will be identified in the Additional SD and accepted by Client by provisioning the Cloud Service.

1.3 Client Solutions

Client may use the Cloud Services as a platform to make Client's applications or services commercially available to Client's customers (e.g. to host applications). Such applications may not: i) directly resell Cloud Services to end users; or ii) sell access to IBM Cloud account ids, without entering into a separate agreement with IBM.

1.4 Network Access

Cloud Services may connect to the IBM Cloud private network, the public network and IBM's internal administrative network. Also, virtual and bare metal servers are assigned to a Client-dedicated private VLAN. Client may be able to disable public network access to services as described in IBM Cloud documentation. The private network enables a VPN connection for administrative access, intraapplication communications, communications from different points of delivery/data centers, and for access to shared infrastructure services. The administrative VPN enables Client to administer and manage ordered services, and to upload, download, and manage content.

Client has no ownership or transfer rights to any IP address assigned to Client and may not use IP addresses or VLANs not assigned to Client or approved by IBM. The IP Address Policy at

https://cloud.ibm.com/docs/overview?topic=overview-ip_address_policy governs use and provisioning of IP addresses, including IP addresses Client provides. If a physical or virtual server instance is suspended, depending on the violation, public network or private network access may be disabled until resolution of the violation. Temporary access using the private network VLAN to remedy a violation may be available. Upon cancellation of Cloud Services using any IBM-provided IP addresses, Client must relinquish use of such addresses, including directing the DNS for Client's domain names away from the cancelled Cloud Services.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum (DPA) is found at <http://ibm.com/dpa>. The DPA and the applicable Data Processing and Protection Data Sheets (referred to as Data Sheets or DPA Exhibits) apply to IBM's processing of personal data on behalf of the Client.

For each Cloud Service, the applicable Data Sheet is available from the Additional SD or directly from the "Terms" link in the IBM Cloud catalog if no Additional SD is provided.

In addition to other technical and organizational measures specified in applicable Data Sheets, IBM will perform penetration testing of Cloud Services at least annually. Such testing may be carried out by qualified IBM testers, including IBM X-Force™, or by qualified third-party providers.

2.1 EU Supported Cloud

If Client enables EU Support for its IBM Cloud account and deploys an EU Supported Cloud Service in an EU Support-eligible region, the following additional data access controls apply. Any required IBM access to systems and service will be privileged access restricted to authorized EU-based personnel only, or if non-EU-based personnel require temporary access, such access will be provided only if approved and monitored by authorized EU-based personnel in accordance with IBM's internal privileged user monitoring and auditing program.

3. Service Level Agreements and Technical Support

3.1 Service Level Agreements

Service level agreements (SLAs) for Cloud Services are described in the Service Level Agreement document at <https://www.ibm.com/support/customer/csol/terms/?id=i126-9268>.

3.2 Technical Support

IBM provides basic level support at no additional charge for the Cloud Services or Client can select available fee-based technical support offerings with a specified minimum commitment. Any selected fee-based technical support offerings will be associated with and charged based on the level of use of the eligible Cloud Service, including any overage charges. Further details on support offerings can be found at <https://cloud.ibm.com/docs/get-support?topic=get-support-support-plans>.

Client may submit a support ticket describing an issue in accordance with the applicable support policy procedures. The support policies are available in the IBM Cloud documentation and provide details of available support options, as well as information on access, support business hours, severity classification, and support resources and limitations. IBM uses commercially reasonable efforts to respond to support requests; however, there is no specified response time objective for basic level support.

Unless otherwise agreed in writing, support is available only to Client (and its authorized users) and not to any end users of Client's solutions. Client is solely responsible for providing all customer support and services to its end users.

An online support forum is available at no charge on the IBM Cloud Developer Center or on Stack Overflow. IBM's development and support staff monitors both forums.

Support for Non-IBM Products is provided by the third party vendor and may require a separate support contract.

4. Charges

Cloud Services will be charged as a pay-as-you-go basis account (PayGo account) unless Client has an active Subscription or ESP account as described below. Charges and pricing metrics (the units measured to determine service charges) for Cloud Services will be identified in the IBM Cloud catalog or may be defined in an Additional SD. Client will be billed in arrears each month for actual consumption of selected Cloud Services and charged as described for each account type below. Client is responsible for paying for all Cloud Services ordered through any Cloud UI. Charges for Cloud Services are established in U.S. dollars. Non-U.S. dollar charges are calculated by converting the U.S. dollar charge to the local currency charge using the market exchange rates published by leading financial institutions. Market exchange rates will be adjusted monthly, except as prohibited or controlled by applicable law.

4.1 Pay As You Go Accounts

Pay As You Go accounts require no spending commitment. Standard catalog charges will be billed each month for consumption of the Cloud Services. Client must provide IBM with valid credit card details or a current purchase order with sufficient approved funding.

4.2 Subscriptions

A subscription requires a committed usage level over a selected subscription period for eligible Cloud Services. Subscription periods are divided into 12-month cycles (or if less than 12 months remain in a period, the remaining number of months are a cycle). Standard catalog charges for consumption of the Cloud Services, including any associated fee-based technical support services, are deducted each month from the committed subscription usage level in a current cycle. Once a cycle's committed usage level has been consumed, additional usage in a cycle will be billed as overage. Committed

usage not used before the end of the cycle is forfeited. Subscriptions may not be cancelled prior to the end of the subscription period and will automatically renew for the same term unless the order specifies otherwise. Accounts convert to non-discounted pay-as-you-go account upon expiration or non-renewal of a subscription, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered.

4.3 IBM Cloud Enterprise Savings Plan (formerly "Pay as you Go with Committed Use")

An Enterprise Savings Plan account requires a committed consumption level for each 12-month cycle over the commitment term for eligible Cloud Services. Standard catalog charges, with the agreed discount applied, will be billed each month for consumption of the Cloud Services, including any associated fee-based technical support services. The agreed discount will also apply to any use over the committed consumption level in any 12-month cycle. At the end of each 12-month cycle, Client will be invoiced an amount equal to any unused committed consumption. These discounts do not apply to NonIBM Products.

Enterprise Savings Plan accounts will automatically renew for the same commitment term at the same committed consumption level as the final 12-month cycle in the current order unless the order specifies otherwise. Accounts convert to a non-discounted pay-as-you-go account upon expiration or non-renewal of the commitment term, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered. An Enterprise Savings Plan account may not be cancelled prior to the end of the commitment term.

4.4 Billing

Client will be billed charges each month by billing Client's credit card or, where available, by invoice for payment due by electronic funds transfer, or by such other method as approved by IBM.

By providing credit card information, including relevant personal data, Client agrees IBM can use such information to process payment of charges. Payment of charges will be automatic on the due date.

Client is responsible to keep information current to avoid service disruption or account cancellation.

Unless limited by law, if credit card payment is declined, a late payment fee of \$20 (or equivalent in local currency) will be due for payment delay.

If Client believes a charge to be incorrect, Client must submit a support ticket within 30 calendar days from its due date. A credit will be provided upon validation of an incorrect charge. Client accepts billed charges for Cloud Services if not disputed within such period.

If Client requires specific funding authorization for IBM to invoice charges, such as a purchase order, Client is responsible to provide and keep such authorization timely and current with sufficient funding authorization to cover all orders submitted using Client's account credentials to avoid any service disruptions, late payment fees, or account cancellation.

5. Additional Terms

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

5.1 Service Periods and Reservations

For services provided on a monthly or committed service period basis, the service periods begin on: i) the first day of each calendar month; or ii) for accounts with an IBM established account billing date, it is that calendar date, or the last day of the month if that date does not exist.

If Client selects to use a specific Cloud Service on a reservation or reserved instance basis with a committed service period, IBM will not change the agreed price or reservation discount during the

commitment period. Upon expiration of the committed service period, the Cloud Service will revert to monthly billing at the catalog price in effect on the expiration of the service period.

5.2 Cancellation of Individual Services or Client Account

5.2.1 Cancelling and Downgrading Services

To downgrade or cancel a specific infrastructure Cloud Service that does not have a committed service period, Client must cancel at least 24 hours prior to the end of the service period (in time zone GMT-6). A cancelled Cloud Service can continue to be available until the end of the service period and no refund or credits are provided for any unused portion. Untimely notice will result in automatic renew for another service period. Client is responsible to monitor status of any request to cancel or downgrade a Cloud Service to ensure it was successful.

5.2.2 Cancelling Services with Committed Service Period

If Client selected to use a Cloud Service on a reserved basis and cancels the Cloud Service prior to the end of the committed service period, Client must submit a support ticket with an effective date of cancellation. The reserved service will continue to be available until the requested cancellation date, however charges for the remainder of the committed service period will be due.

5.2.3 Suspension and Cancellation by IBM

IBM Cloud documentation may include usage guidelines or limitations to preserve the performance, responsiveness, or integrity of the Cloud Services. Client agrees to comply with such guidelines and understands that use or applications that violate these guidelines may be suspended automatically or by IBM system administrators.

Cloud Services that are unmodified and left running in a non-billable account for 10 or more days may be suspended automatically. Any Cloud Service that Client has deployed but has not used for 30 or more days in a non-billable account may be deleted.

IBM may cancel Client's account with no further notice if: i) Client fails to provide valid credit card information or PO funding authorization within 10 business days of IBM sending notice to last known account administrator; or ii) no Cloud Services are ordered or remain active during any six-month period. Upon account cancellation by Client or by IBM, all Cloud Services and Client environments will be reclaimed, removing access and irrevocably deleting any associated Content.

5.3 Client Provided Software License Entitlements

Certain IBM Cloud Services require or allow Client to use IBM or third party software, or enable provisioning of such software to an IBM Cloud environment, on the condition that Client has separately acquired proper license entitlements. By configuring or provisioning such services, Client represents it has acquired and will maintain all required licenses entitlements from the applicable IBM or third party software licensor to use within the IBM Cloud. Client is responsible for any tracking regarding use of software and license entitlements and any required reporting to the software licensor.

For Microsoft products used on shared servers using Client's separately acquired license entitlements, Client must follow Microsoft's procedures and execute Microsoft's "Mobility Verification Form". For further details, see the Microsoft License Mobility Verification Guide.

5.4 Sample Code

If the Enabling Software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with the Enabling Software rights.

5.5 Beta Services

Cloud Services provided as a beta or experimental service will be identified as such in the IBM Cloud UI.

A beta or experimental service may not be at a level of performance or compatibility of generally available services, is not fully tested, and may not comply with the normal Cloud Service security practices. Such services are not designed for any type of Content that contains personal data or for use in a production environment. Client agrees not to provide or input Content that contains personal data in a beta or experimental service. Client is responsible to remove content Client wishes to retain prior to expiration or termination of the beta or experimental service.

6. Overriding Terms

The following prevails over anything to the contrary in the base agreement by which Client acquired the IBM Cloud.

6.1 Changes

6.1.1 Modifications to Cloud Services

IBM will provide at least 12 months' notice of any discontinuation of material functionality of a Cloud Service, or modification to an API in a way that is not backwards compatible unless IBM must act sooner to comply with applicable laws, legal obligations, or regulations, to address a security issue, or to avoid undue economic burden.

6.1.2 Withdrawal of Cloud Services

Unless IBM must act sooner to: i) comply with applicable laws, legal obligations, or regulations; ii) address a security issue; or iii) to avoid undue economic burden, IBM will provide at least 12 months' notice of withdrawal, or, for selected Cloud Services, withdrawal no earlier than the extended dates shown at https://cloud.ibm.com/docs/overview?topic=overview-services_availability.

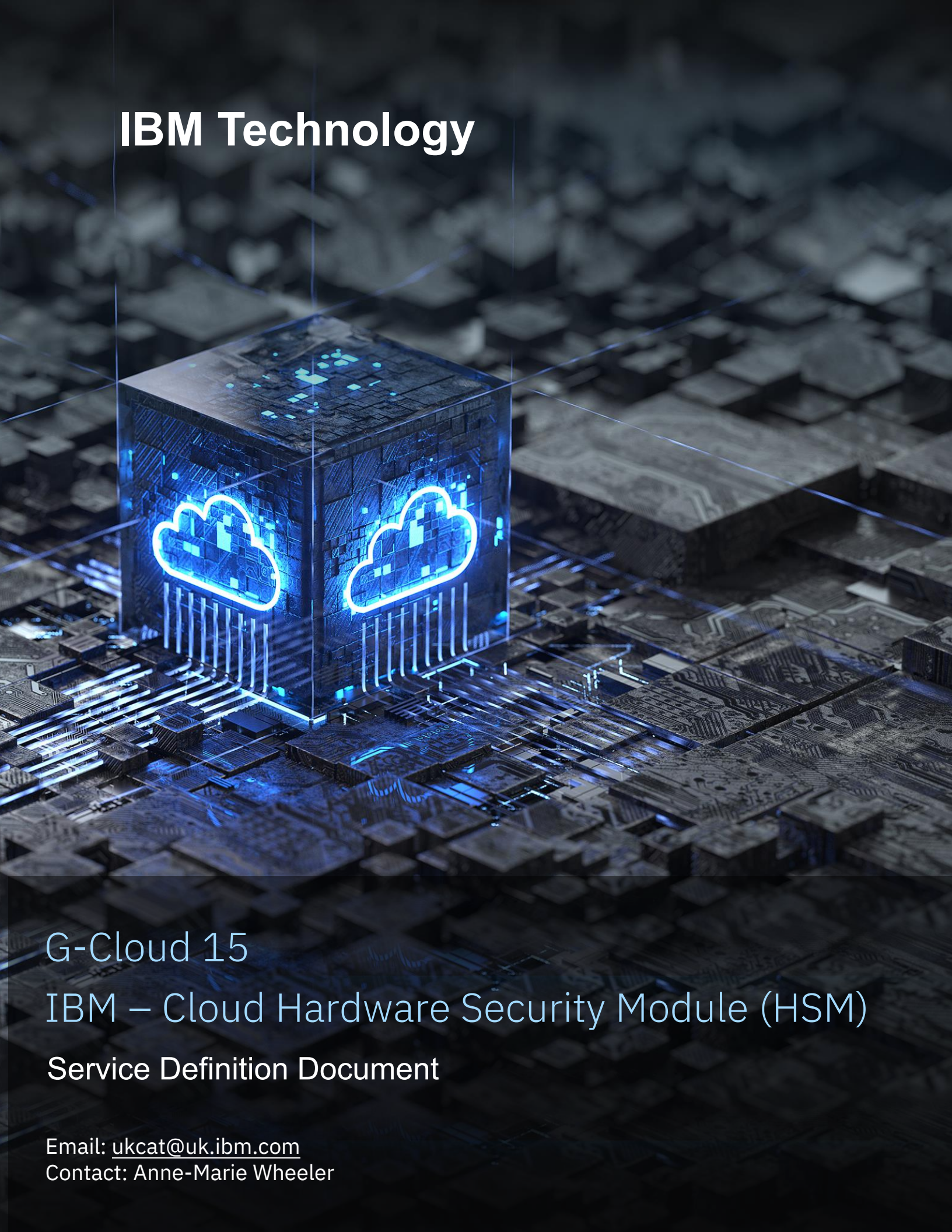
6.1.3 Changes to Service Descriptions

IBM will provide Client at least 30 days' notice of any price increases or changes to this Service Description or any Additional SD, and at least 90 days' notice for changes to SLAs that are unfavorable to Client. Continued use of the Cloud Services after the notice period constitutes Client's acceptance of any changes.

6.1.4 Notices

IBM will provide above change notifications by posting in the Cloud UI at <https://cloud.ibm.com/status/announcement>. Client may subscribe in the Cloud UI to receive email notifications of these announcements. Client can also subscribe to receive notice of any update to the IBM base agreements, Service Description, and Additional Service Descriptions by clicking on the Subscription tab in IBM Terms at www.ibm.com/terms and selecting applicable documents.

IBM Technology



G-Cloud 15

IBM – Cloud Hardware Security Module (HSM)

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Service Description

IBM Cloud

IBM Cloud allows Client to deploy selected Cloud Services and Content, including Client applications and data, within IBM's public cloud environment.

1. Cloud Services

Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management of features for the selected Cloud Services (including security, backup, failover, restore, and monitoring).

1.1 Core Services

The IBM Cloud includes a number of core services that enable Client to: i) view, select and provision services; ii) view and manage Client's IBM Cloud account, including authorize users, set permissions, and manage account and billing; iii) request support; and iv) view available support documentation (Core Services). Details regarding the Core Services, including specific data processing and protection provisions, are at <http://www.ibm.com/terms/?id=i126-9524>.

The IBM Cloud user interfaces (UI) consist of on-line portals, APIs, command line interfaces, or, where available, assisted ordering (Client order placement via IBM sales support staff). Client may use any UI to select and deploy Cloud Services from the IBM Cloud catalog. Client is responsible to select and configure services to meet Client's technical, security, compliance, and other requirements. Client is responsible for maintaining and protecting all access keys generated for each Cloud Service. The UIs, support documentation, and other information may be presented only in English, and the English version governs any conflict with a translation.

1.2 Additional Service Descriptions

Additional Service Descriptions (Additional SD) are available from the IBM Cloud catalog for each Cloud Service. Each Additional SD describes the Cloud Service, including options and terms, if any, specific data processing and protection provisions, or identification of Enabling Software. Client can view the Additional SD by clicking on the offering's "Terms" link in the IBM Cloud catalog for that offering. Any conflicting terms in the Additional SD that override terms in this IBM Cloud Service Description, or the base agreement will be identified in the Additional SD and accepted by Client by provisioning the Cloud Service.

1.3 Client Solutions

Client may use the Cloud Services as a platform to make Client's applications or services commercially available to Client's customers (e.g. to host applications). Such applications may not: i) directly resell Cloud Services to end users; or ii) sell access to IBM Cloud account ids, without entering into a separate agreement with IBM.

1.4 Network Access

Cloud Services may connect to the IBM Cloud private network, the public network and IBM's internal administrative network. Also, virtual and bare metal servers are assigned to a Client-dedicated private VLAN. Client may be able to disable public network access to services as described in IBM Cloud documentation. The private network enables a VPN connection for administrative access, intraapplication communications, communications from different points of delivery/data centers, and for access to shared infrastructure services. The administrative VPN enables Client to administer and manage ordered services, and to upload, download, and manage content.

Client has no ownership or transfer rights to any IP address assigned to Client and may not use IP addresses or VLANs not assigned to Client or approved by IBM. The IP Address Policy at

https://cloud.ibm.com/docs/overview?topic=overview-ip_address_policy governs use and provisioning of IP addresses, including IP addresses Client provides. If a physical or virtual server instance is suspended, depending on the violation, public network or private network access may be disabled until resolution of the violation. Temporary access using the private network VLAN to remedy a violation may be available. Upon cancellation of Cloud Services using any IBM-provided IP addresses, Client must relinquish use of such addresses, including directing the DNS for Client's domain names away from the cancelled Cloud Services.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum (DPA) is found at <http://ibm.com/dpa>. The DPA and the applicable Data Processing and Protection Data Sheets (referred to as Data Sheets or DPA Exhibits) apply to IBM's processing of personal data on behalf of the Client.

For each Cloud Service, the applicable Data Sheet is available from the Additional SD or directly from the "Terms" link in the IBM Cloud catalog if no Additional SD is provided.

In addition to other technical and organizational measures specified in applicable Data Sheets, IBM will perform penetration testing of Cloud Services at least annually. Such testing may be carried out by qualified IBM testers, including IBM X-Force™, or by qualified third-party providers.

2.1 EU Supported Cloud

If Client enables EU Support for its IBM Cloud account and deploys an EU Supported Cloud Service in an EU Support-eligible region, the following additional data access controls apply. Any required IBM access to systems and service will be privileged access restricted to authorized EU-based personnel only, or if non-EU-based personnel require temporary access, such access will be provided only if approved and monitored by authorized EU-based personnel in accordance with IBM's internal privileged user monitoring and auditing program.

3. Service Level Agreements and Technical Support

3.1 Service Level Agreements

Service level agreements (SLAs) for Cloud Services are described in the Service Level Agreement document at <https://www.ibm.com/support/customer/csol/terms/?id=i126-9268>.

3.2 Technical Support

IBM provides basic level support at no additional charge for the Cloud Services or Client can select available fee-based technical support offerings with a specified minimum commitment. Any selected fee-based technical support offerings will be associated with and charged based on the level of use of the eligible Cloud Service, including any overage charges. Further details on support offerings can be found at <https://cloud.ibm.com/docs/get-support?topic=get-support-support-plans>.

Client may submit a support ticket describing an issue in accordance with the applicable support policy procedures. The support policies are available in the IBM Cloud documentation and provide details of available support options, as well as information on access, support business hours, severity classification, and support resources and limitations. IBM uses commercially reasonable efforts to respond to support requests; however, there is no specified response time objective for basic level support.

Unless otherwise agreed in writing, support is available only to Client (and its authorized users) and not to any end users of Client's solutions. Client is solely responsible for providing all customer support and services to its end users.

An online support forum is available at no charge on the IBM Cloud Developer Center or on Stack Overflow. IBM's development and support staff monitors both forums.

Support for Non-IBM Products is provided by the third party vendor and may require a separate support contract.

4. Charges

Cloud Services will be charged as a pay-as-you-go basis account (PayGo account) unless Client has an active Subscription or ESP account as described below. Charges and pricing metrics (the units measured to determine service charges) for Cloud Services will be identified in the IBM Cloud catalog or may be defined in an Additional SD. Client will be billed in arrears each month for actual consumption of selected Cloud Services and charged as described for each account type below. Client is responsible for paying for all Cloud Services ordered through any Cloud UI. Charges for Cloud Services are established in U.S. dollars. Non-U.S. dollar charges are calculated by converting the U.S. dollar charge to the local currency charge using the market exchange rates published by leading financial institutions. Market exchange rates will be adjusted monthly, except as prohibited or controlled by applicable law.

4.1 Pay As You Go Accounts

Pay As You Go accounts require no spending commitment. Standard catalog charges will be billed each month for consumption of the Cloud Services. Client must provide IBM with valid credit card details or a current purchase order with sufficient approved funding.

4.2 Subscriptions

A subscription requires a committed usage level over a selected subscription period for eligible Cloud Services. Subscription periods are divided into 12-month cycles (or if less than 12 months remain in a period, the remaining number of months are a cycle). Standard catalog charges for consumption of the Cloud Services, including any associated fee-based technical support services, are deducted each month from the committed subscription usage level in a current cycle. Once a cycle's committed usage level has been consumed, additional usage in a cycle will be billed as overage. Committed

usage not used before the end of the cycle is forfeited. Subscriptions may not be cancelled prior to the end of the subscription period and will automatically renew for the same term unless the order specifies otherwise. Accounts convert to non-discounted pay-as-you-go account upon expiration or non-renewal of a subscription, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered.

4.3 IBM Cloud Enterprise Savings Plan (formerly "Pay as you Go with Committed Use")

An Enterprise Savings Plan account requires a committed consumption level for each 12-month cycle over the commitment term for eligible Cloud Services. Standard catalog charges, with the agreed discount applied, will be billed each month for consumption of the Cloud Services, including any associated fee-based technical support services. The agreed discount will also apply to any use over the committed consumption level in any 12-month cycle. At the end of each 12-month cycle, Client will be invoiced an amount equal to any unused committed consumption. These discounts do not apply to NonIBM Products.

Enterprise Savings Plan accounts will automatically renew for the same commitment term at the same committed consumption level as the final 12-month cycle in the current order unless the order specifies otherwise. Accounts convert to a non-discounted pay-as-you-go account upon expiration or non-renewal of the commitment term, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered. An Enterprise Savings Plan account may not be cancelled prior to the end of the commitment term.

4.4 Billing

Client will be billed charges each month by billing Client's credit card or, where available, by invoice for payment due by electronic funds transfer, or by such other method as approved by IBM.

By providing credit card information, including relevant personal data, Client agrees IBM can use such information to process payment of charges. Payment of charges will be automatic on the due date.

Client is responsible to keep information current to avoid service disruption or account cancellation.

Unless limited by law, if credit card payment is declined, a late payment fee of \$20 (or equivalent in local currency) will be due for payment delay.

If Client believes a charge to be incorrect, Client must submit a support ticket within 30 calendar days from its due date. A credit will be provided upon validation of an incorrect charge. Client accepts billed charges for Cloud Services if not disputed within such period.

If Client requires specific funding authorization for IBM to invoice charges, such as a purchase order, Client is responsible to provide and keep such authorization timely and current with sufficient funding authorization to cover all orders submitted using Client's account credentials to avoid any service disruptions, late payment fees, or account cancellation.

5. Additional Terms

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

5.1 Service Periods and Reservations

For services provided on a monthly or committed service period basis, the service periods begin on: i) the first day of each calendar month; or ii) for accounts with an IBM established account billing date, it is that calendar date, or the last day of the month if that date does not exist.

If Client selects to use a specific Cloud Service on a reservation or reserved instance basis with a committed service period, IBM will not change the agreed price or reservation discount during the

commitment period. Upon expiration of the committed service period, the Cloud Service will revert to monthly billing at the catalog price in effect on the expiration of the service period.

5.2 Cancellation of Individual Services or Client Account

5.2.1 Cancelling and Downgrading Services

To downgrade or cancel a specific infrastructure Cloud Service that does not have a committed service period, Client must cancel at least 24 hours prior to the end of the service period (in time zone GMT-6). A cancelled Cloud Service can continue to be available until the end of the service period and no refund or credits are provided for any unused portion. Untimely notice will result in automatic renew for another service period. Client is responsible to monitor status of any request to cancel or downgrade a Cloud Service to ensure it was successful.

5.2.2 Cancelling Services with Committed Service Period

If Client selected to use a Cloud Service on a reserved basis and cancels the Cloud Service prior to the end of the committed service period, Client must submit a support ticket with an effective date of cancellation. The reserved service will continue to be available until the requested cancellation date, however charges for the remainder of the committed service period will be due.

5.2.3 Suspension and Cancellation by IBM

IBM Cloud documentation may include usage guidelines or limitations to preserve the performance, responsiveness, or integrity of the Cloud Services. Client agrees to comply with such guidelines and understands that use or applications that violate these guidelines may be suspended automatically or by IBM system administrators.

Cloud Services that are unmodified and left running in a non-billable account for 10 or more days may be suspended automatically. Any Cloud Service that Client has deployed but has not used for 30 or more days in a non-billable account may be deleted.

IBM may cancel Client's account with no further notice if: i) Client fails to provide valid credit card information or PO funding authorization within 10 business days of IBM sending notice to last known account administrator; or ii) no Cloud Services are ordered or remain active during any six-month period. Upon account cancellation by Client or by IBM, all Cloud Services and Client environments will be reclaimed, removing access and irrevocably deleting any associated Content.

5.3 Client Provided Software License Entitlements

Certain IBM Cloud Services require or allow Client to use IBM or third party software, or enable provisioning of such software to an IBM Cloud environment, on the condition that Client has separately acquired proper license entitlements. By configuring or provisioning such services, Client represents it has acquired and will maintain all required licenses entitlements from the applicable IBM or third party software licensor to use within the IBM Cloud. Client is responsible for any tracking regarding use of software and license entitlements and any required reporting to the software licensor.

For Microsoft products used on shared servers using Client's separately acquired license entitlements, Client must follow Microsoft's procedures and execute Microsoft's "Mobility Verification Form". For further details, see the Microsoft License Mobility Verification Guide.

5.4 Sample Code

If the Enabling Software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with the Enabling Software rights.

5.5 Beta Services

Cloud Services provided as a beta or experimental service will be identified as such in the IBM Cloud UI.

A beta or experimental service may not be at a level of performance or compatibility of generally available services, is not fully tested, and may not comply with the normal Cloud Service security practices. Such services are not designed for any type of Content that contains personal data or for use in a production environment. Client agrees not to provide or input Content that contains personal data in a beta or experimental service. Client is responsible to remove content Client wishes to retain prior to expiration or termination of the beta or experimental service.

6. Overriding Terms

The following prevails over anything to the contrary in the base agreement by which Client acquired the IBM Cloud.

6.1 Changes

6.1.1 Modifications to Cloud Services

IBM will provide at least 12 months' notice of any discontinuation of material functionality of a Cloud Service, or modification to an API in a way that is not backwards compatible unless IBM must act sooner to comply with applicable laws, legal obligations, or regulations, to address a security issue, or to avoid undue economic burden.

6.1.2 Withdrawal of Cloud Services

Unless IBM must act sooner to: i) comply with applicable laws, legal obligations, or regulations; ii) address a security issue; or iii) to avoid undue economic burden, IBM will provide at least 12 months' notice of withdrawal, or, for selected Cloud Services, withdrawal no earlier than the extended dates shown at https://cloud.ibm.com/docs/overview?topic=overview-services_availability.

6.1.3 Changes to Service Descriptions

IBM will provide Client at least 30 days' notice of any price increases or changes to this Service Description or any Additional SD, and at least 90 days' notice for changes to SLAs that are unfavorable to Client. Continued use of the Cloud Services after the notice period constitutes Client's acceptance of any changes.

6.1.4 Notices

IBM will provide above change notifications by posting in the Cloud UI at <https://cloud.ibm.com/status/announcement>. Client may subscribe in the Cloud UI to receive email notifications of these announcements. Client can also subscribe to receive notice of any update to the IBM base agreements, Service Description, and Additional Service Descriptions by clicking on the Subscription tab in IBM Terms at www.ibm.com/terms and selecting applicable documents.

IBM Technology



G-Cloud 15 IBM – Cloud Infrastructure (IaaS) Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler



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=A1D40D30B51C11E7A9EB066095601AB
B

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=0AED9930AEB011E7A9EB066095601AB>
B

IBM Cloud Block Storage

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=EDA2FD30AE0911E7A9EB066095601AB>
B

IBM Cloud File Storage

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8F3F8460AE0A11E7A9EB066095601AB>
B

IBM Content Delivery Network

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D2A0FFF0B2B911E7A9EB066095601AB>
B

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=C5EB3470AFCA11E7A9EB066095601AB>
B

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.



IBM Technology



G-Cloud 15

IBM – Cloud Kubernetes Service

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Cloud Kubernetes Service

IBM Cloud Kubernetes Service is a managed offering leveraging Kubernetes as the orchestration engine for automating deployment, scaling, and operations of application containers across clusters. Each cluster provides native Kubernetes capabilities and world-class user experience while supporting IBM added capabilities – Vulnerability Advisor, monitoring, logging, service binding, networking, volume service for persistent data, and easy integration with IBM value-added capabilities such as Watson, IoT, and Analytics. Kubernetes is the orchestrator of choice for enterprise-grade container deployments and allows portability between multi-cloud environments.

1.1.2 Red Hat OpenShift on IBM Cloud

IBM Cloud users are also able to provision Red Hat® OpenShift® as their base container platform when utilizing the managed Kubernetes service. Red Hat OpenShift is a comprehensive enterprise-grade application platform, built for containers with Kubernetes and lets Client build, develop, and deploy cloudnative applications in the IBM Cloud.

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.

- IBM Cloud Kubernetes Service
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762>
- Red Hat OpenShift on IBM Cloud
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762>
- Red Hat OpenShift on IBM Cloud (Satellite)
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=23E077B0E5B411ECB38D80D9B503538C>

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.

4. 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:

- Instance is each access to a specific configuration of the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Gigabyte (GB) – Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Server-Hour is each hour a Virtual Server is made available or managed by the Cloud Service. A Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications.

4.2 Partial Monthly Charges

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

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.

5.1 Enabling Software

The Cloud Service contains the following Enabling Software:

- IBM Cloud Kubernetes Service includes an IBM Cloud cli extension (ibmcloud ks).

5.2. IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

These terms only apply to the IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud services, and not to software contents of the container Client may manage through the Cloud Service. Client must ensure they have sufficient license rights to any software content included in the container images built or managed through this Cloud Service.

IBM will delete all worker nodes from a deployed cluster if an IBM Cloud account is deactivated. Thirty (30) days after deactivation of the IBM Cloud account, the master node will be deleted. All data within the cluster will not be recoverable.

IBM will delete all worker and master nodes from a deployed cluster if the IBM Cloud account is deleted. All data within the cluster will not be recoverable.

Reservations allows a user to make an advanced commitment to IBM Cloud Kubernetes Service or Red Hat OpenShift on IBM Cloud worker nodes for a discounted rate compared to on-demand hourly pricing. Reservations are purchased per the terms and conditions outlined in the agreement. Capacity is provided on a best effort and failure to deploy clusters from the Client's reserved instance pool may result in a credit based on the percentage of used reserved instance capacity through IBM Cloud. Charges for Reservations are applied for each month in the term. The Client is billed each month for the discounted cost, regardless of worker node usage.

5.3 Satellite Deployment

Deployment of Red Hat OpenShift on IBM Cloud (Satellite) is subject to the Enabling Software terms as defined under the IBM Cloud Additional Service Description for IBM Cloud Satellite found: <https://www.ibm.com/support/customer/csol/terms/?id=i126-8913>.

IBM Technology



G-Cloud 15 IBM – Cloud Object Storage Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

IBM Cloud Object Storage

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Object Storage

IBM Cloud Object Storage service provides a secure, flexible, scalable public cloud storage for unstructured data. The Cloud Object Storage service is ideal for cost-effectively storing large volumes of unstructured data with durability, security, and availability. With Cloud Object Storage, developers and organizations can easily store and access data for analytics, IoT, social, cognitive and IBM Cloud workloads. Users can also use Cloud Object Storage for low cost cloud storage for archiving and longterm data retention. With Cloud Object Storage, users can choose the level of resiliency that's right for their workloads including Cross Region and Regional resiliency. Users can quickly deploy storage buckets with the Cloud Object Storage UI and API and choose the storage class that's right for their active, cool, cold and dynamic data workloads.

1.1.2 Immutable Object Storage

Client is solely responsible to ensure that its use of Immutable Object Storage meets all relevant regulatory requirements, including but not limited to compliance with the appropriate retention and hold policy and, if applicable, providing regulatory authorities with required records in a usable format. Client is also responsible for maintaining its IBM Cloud Account in good standing for the required regulatory retention period for data stored using Immutable Object Storage. Client understands that IBM maintains the right to delete Client data (including data stored with Immutable Object Storage) in accordance with IBM Cloud policies and guidelines stated in the IBM Cloud Service Description and other Cloud Services documents and agreements, as applicable.

1.1.3 IBM Cloud Object Storage Service for IBM Cloud Satellite

IBM Cloud Object Storage Service for IBM Cloud Satellite is a managed Cloud Object Storage service available on IBM Cloud Satellite locations. It allows Client to run Cloud Object Storage as a service in an IBM Cloud Satellite location, defined on Client's own premises, an edge, or a multi-cloud location. The service could be provisioned using the IBM Cloud portal with the same user experience as the IBM Public Cloud.

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:

IBM Cloud Object Storage

<https://www.ibm.com/software/reports/compatibility/clarityreports/report/html/softwareReqsForProduct?deliverableId=89904B80AE1911E7A9EB066095601ABB> IBM Cloud Object Storage Service for

IBM Cloud Satellite

<https://www.ibm.com/software/reports/compatibility/clarityreports/report/html/softwareReqsForProduct?deliverableId=8D592E90C67811ECB69475B5D6976C2E>

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.

4. 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:

- API Call is the invocation of the Cloud Services through a programmable interface.
- Gigabyte-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month. Client will be charged during the billing period rounded up to the next Gigabyte.
- Gigabyte Transmitted is each GB (2 to the 30th power bytes) of data transmitted to and from the Cloud Services during the billing period.
- Gigabyte Transmitted Outbound is each GB (2 to the 30th power bytes) of data transmitted from the Cloud Services during the billing period.

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.

5.1 Satellite Deployment

Deployment of IBM Cloud Object Storage Service for IBM Cloud Satellite is subject to the Enabling Software terms as defined under the IBM Cloud Additional Service Description for IBM Cloud Satellite found: <http://www.ibm.com/terms/?id=i126-8913>



IBM Technology

A glowing blue cube is positioned in the center of the image. The cube has two faces visible, each featuring a glowing blue cloud icon. The cube is resting on a complex, dark circuit board with various components and traces. The background is a blurred, dark surface, possibly another circuit board or a textured surface.

G-Cloud 15 IBM – Cloud Power Systems Virtual Server Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler



IBM Power Systems Virtual Server on IBM Cloud

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 Power Systems Virtual Server on IBM Cloud

A user can customize and purchase an AIX or IBM I Power VM-based Virtual machine-as-a-Service on IBM Cloud. IBM manages up to the operating system deployment and the client would self-manage the operating system and up. Our users can purchase the offering through Cloud consumption based pricing plans available through the IBM Cloud catalog.

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/clarityreports/report/html/softwareReqsForProduct?deliverableId=F6FED670E90311E8BE8AD213A3013DB>

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.

4. 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:

- 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.

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.



IBM Technology



G-Cloud 15 IBM – Cloud Satellite Service Definition Document

Email: ukcat@uk.ibm.com

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IBM Cloud Satellite

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Satellite

IBM Cloud Satellite allows IBM Cloud services delivered anywhere a Client needs them, managed from a single pane of glass, with as-a-service operations, secure connectivity, application lifecycle management. IBM Cloud Satellite helps enable enterprises to take advantage of their distributed cloud environment, while keeping responsibility for the operation, governance and evolution of the services with the public cloud provider – IBM Cloud.

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=280A9B507F2611EAA70A37ED93A63393>

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.

4. 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:

- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.

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.

5.1 Enabling Software

Client's use of an IBM Cloud Satellite cloud service requires IBM to provide Client with code and other materials related to the individual IBM Cloud Services that Client will use in connection with IBM Cloud Satellite ("Cloud Services Software"), which are considered Enabling Software.

The following terms apply when Client deploys an IBM Cloud Satellite environment with respect to Client's use of all Cloud Services Software:

The Cloud Services Software is owned by IBM or an IBM supplier, and is copyrighted and licensed, not sold.

IBM grants Client a non-exclusive license to use the Cloud Services Software only for the same purposes that Client is authorized to use the corresponding Cloud Service, as described in the SD for that Cloud Service, and only in connection with Client's authorized use of an IBM Cloud Satellite cloud service, as described in this SD provided that:

- Client has lawfully obtained the Cloud Services Software and complies with the terms of the Agreement; and
- Client ensures that anyone who uses the Cloud Services Software (accessed either locally or remotely) complies with the terms of the Agreement; and
- Client does not 1) use, copy, modify, or distribute the Cloud Services Software; 2) reverse assemble, reverse compile, otherwise translate, or reverse engineer the Cloud Services Software, except as expressly permitted by law without the possibility of contractual waiver; 3) use any of the Cloud Services Software's components, files, modules, audio-visual content, or related licensed materials separately from that Cloud Services Software; or 4) sublicense, rent, or lease the Cloud Services Software without explicit written permission from IBM.

Client agrees to create, retain, and provide to IBM and its auditors accurate written records, system tool outputs, and other system information sufficient to provide auditable verification that Client's use of all Cloud Services Software is in compliance with the Agreement, including, without limitation, all of IBM's applicable licensing and pricing qualification terms.

Upon reasonable notice, IBM may verify Client's compliance with the Agreement at all sites and for all environments in which Client uses (for any purpose) Cloud Services Software subject to this SD and the Agreement. Such verification will be conducted in a manner that minimizes disruption to Client's business, and may be conducted on Client's premises, during normal business hours. IBM may use an independent auditor to assist with such verification, provided IBM has a written confidentiality agreement in place with such auditor.





IBM Technology



G-Cloud 15

IBM – Security Compliance Centre (SCC)
Service Definition Document

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IBM Cloud Security and Compliance Center

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Security and Compliance Center

This Cloud Service provides centralized security and compliance management for enterprises needing to accelerate cloud adoption with regulated workloads.

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=E9A530408E2611EA999053409A4589EE>

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 applies to this service.

4. 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:

- Event is an occurrence of a specific event that is processed by or related to the use of the Cloud Services. For this Cloud Service, an Event is an evaluation.

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.

IBM Technology



G-Cloud 15

IBM – VPC

Service Definition Document

Email: ukcat@uk.ibm.com



IBM Cloud Virtual Private Cloud

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

1. Cloud Service

IBM Cloud Virtual Private Cloud (VPC) enables Clients to create a fully customizable, software-defined virtual network with isolation on IBM public cloud. IBM Cloud VPC provides custom network topologies, flexible subnet sizes, and enhanced security.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Virtual Private Cloud for Gen 1

Fully customizable, software-defined virtual network with superior isolation.

1.1.2 IBM Cloud Virtual Private Cloud for Gen 2

Fully customizable, software-defined virtual network with superior isolation.

1.2 Optional Services

The following Services are available for additional pay per use charges:

1.2.1 Floating IP

Reserve a Floating IP to use with virtual server instances (VSI) in a virtual private cloud (VPC). Each Floating IP provides VSI access to the public internet and vice versa.

1.2.2 Load Balancer for Virtual Private Cloud

Load Balancer service provides capability to distribute requests and network traffic among the servers or applications hosted within VPC, with proven high availability, ensured performance and reliability for customer workloads. Besides, to monitor the health of applications and services.

1.2.3 Virtual Private Network (VPN) for Virtual Private Cloud

VPN for VPC provides a simple yet powerful solution for highly scalable and robust site-to-site VPN. This VPN service provides a mixture of industry standard security and encryption options as well as support for Pre-shared Key authentication.

1.2.4 Egress Virtual Private Cloud Data Transfer

Data transferred from the VPC to the internet can be transmitted on a per-gigabyte basis.

1.2.5 Client Virtual Private Network (VPN) for Virtual Private Cloud

Client VPN for VPC provides the capability for individual users to connect to IBM Cloud through a secure and encrypted client-to-site connection. When these users are travelling, working remotely, or are connecting from a location without site-to-site connectivity, they can connect to VPN servers on IBM Cloud VPC using an OpenVPN client.

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:

IBM Cloud Virtual Private Cloud for Gen 1

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=9F860BC0BDB211E7A229E0F52AF6E722> IBM Cloud Virtual Private Cloud for Gen 2

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=9A76E660736711E9BAD1085830964175>

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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.

4. 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:

Connection-Hour is each hour a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Service. If the link or association is available to multiple users of the Client, Connection-Hour is an aggregation of all users.

Gigabyte (GB)-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month.

Gigabyte (GB) Transmitted Outbound is each GB (2 to the 30th power bytes) of data transmitted from the Cloud Service. For the purpose of this Cloud Service, the Egress Virtual Private Cloud Data Transfer are the Gigabytes of data transmitted from the Virtual Private Cloud to outbound.

Instance-Hour is each hour of access to a specific configuration of the Cloud Service.

Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For this Cloud Service, an Item is a floating IP.

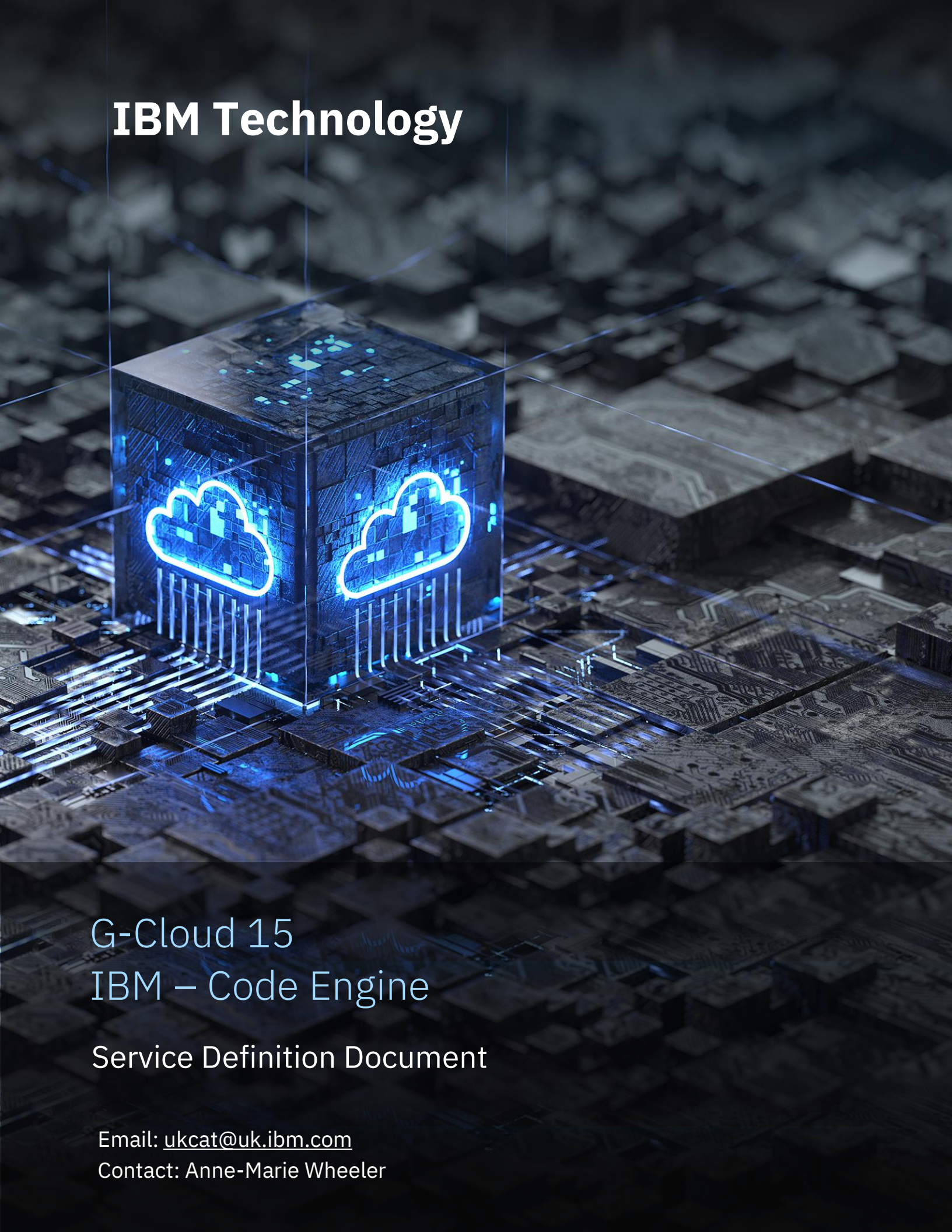
4. Additional Terms

- 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.

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IBM Technology



G-Cloud 15 IBM – Code Engine Service Definition Document

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IBM Cloud Code Engine

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings. IBM Cloud Code Engine is a simplified Kubernetes development experience for deploying serverless functions, 12-Factor Applications, run to completion batch jobs, and container based microservices. It is built on open standards like Kubernetes, Knative, Istio, and Tekton and runs in IBM's new multi-tenanted Kubernetes environment. This cloud service provides the power of Kubernetes without having to learn the technical details of the Kubernetes domain model.

The offering will include a free tier. Once the user extends beyond the definition of the free tier then they will be charged based on their actual usage.

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 for "on IBM Cloud" deployments. It does not apply to "on IBM Cloud Satellite" deployments.

<https://www.ibm.com/software/reports/compatibility/clarityreports/report/html/softwareReqsForProduct?deliverableId=536CB250FD311EABCF401BE73544226>

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.

4. 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:

- API Call is the invocation of the Cloud Services through a programmable interface.
- Gigabyte (GB) – Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.



IBM Technology



G-Cloud 15

IBM – Enterprise Application Service for
Java SaaS

Service Definition Document

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Service Description

IBM Enterprise Application Service for Java

This Service Description describes the Cloud Service. The applicable order documents provide pricing and DGGLWLRQDOGHWDLOVDERXW&OLHQQWVRUGHU Upon acceptance of Client's order, this Service Description and the Cloud Services Agreement found at <http://www.ibm.com/terms/csa> (or equivalent agreement for Cloud Services between the parties) applies to Client's use of the Cloud Services.

1. Cloud Service

IBM Enterprise Application Service for Java is a fully-managed, single-tenant application delivery Cloud Service. It includes build and deploy pipelines and a managed runtime that dynamically scales based on workload demand.

Enterprise Application Service for Java also includes entitlement to Application Modernization Accelerator and Mono2Micro tools helping to simplify and aid with cost-effective efforts to modernize existing enterprise applications to the Cloud and microservices.

The Cloud Service is available in the following hosting environments as identified by the cloud service offering name:

- Y Hosted in the IBM Cloud ± IBM Enterprise Application Service for Java
- Y Hosted in AWS ± IBM Enterprise Application Service for Java on Hyperscalers

Unless stated otherwise, the name Enterprise Application Service for Java is used to generally refer to the Cloud Service regardless of the hosting environment.

1.1 Offerings

The Client may select the following available offerings. To use the service, Client must have entitlement to both the Compute offering and the Network offerings, or the Trial offering.

1.1.1 IBM Enterprise Application Service for Java for Compute / IBM Enterprise Application Service for Java on Hyperscalers Compute

The IBM Enterprise Application Service for Java offering provides a single-tenant environment where all application workloads and builds are run on dedicated virtualized infrastructure. Application workloads are automatically distributed across three (3) availability zones for resiliency.

1.1.2 IBM Enterprise Application Service for Java for Protected Network / IBM Enterprise Application Service for Java on Hyperscalers for Protected Network

The IBM Enterprise Application Service for Java offering provides a single-tenant environment where all application workloads and builds are run on dedicated virtualized infrastructure. Inbound network communications include DDoS network protection.

1.1.3 IBM Enterprise Application Service for Java on Hyperscalers Trial

Client is authorized to use this Trial Cloud Service during the specified trial period for the purpose of evaluating its functionality and technology. This Trial Cloud Service provides the set of features and function under the limitations listed below. Use in a production environment or for commercial purposes is not recommended or supported. Any such use is solely at Client's own risk. The generally available cloud service may be ordered at any time. Client may only participate in a trial for this Trial Cloud Service one time. If Client wishes to continue with the Trial Cloud Service upon expiration of the trial period, Client will need to submit an order for the generally available Cloud Service offering. IBM is under no obligation to offer migration capabilities or services.

The Enterprise Application Service for Java on Hyperscalers Trial offering provides all the features of Enterprise Application Service for Java on Hyperscalers with the following usage limitations:

- Y Compute: Two thousand (2,000) Virtual Processor Core-Hours
- Y Protected Network: One (1) Terabyte
- Y Duration: Thirty (30) days
- Y Instances: Two (2) application instances per deployment

- Y VPCs per instance: Two (2) Virtual Processor Cores per application instance
- Y Tenancy: Multi-tenant where Client application workloads and builds are run on shared virtualized infrastructure

Reaching the compute, protected network, or duration limits result in the Trial Cloud Service and all workloads being stopped. The Trial Cloud Service instance will subsequently be deleted.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection 'DWD6KHHWVUHIHUUHGWRDVGWDVKHHWVRU'3\$([KLELWVLQWKHOLQNVEHORZDSSOLHV WR,%0¶¶V processing of personal data on behalf of Client. **Enterprise Application Service for Java** <https://www.ibm.com/terms/?id=0DF8BFC963D64141932250C568277CFC> **Enterprise**

Application Service for Java on Hyperscalers

<https://www.ibm.com/terms/?id=F8672646A00A42849EF61D7186DC093A>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to FRQWDFW,%0UHJDUGLQJVHUYLFHDYDLODELWLVLVXHVDUHLQ,%0¶¶V Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability	Credit (% of monthly subscription fee*)
Less than 99.95%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at

<https://www.ibm.com/support/home/pages/supportguide/>.

3.2.1 Optional Support Offerings

Additional support options are available for this Cloud Service. If Client selects to order an optional support offering, the terms defined in the Optional Support Offerings Service Description at

<https://www.ibm.com/terms/?id=i126-9789> will apply to thHVXSSRUWRIIHULQJVSHFLILHGLQ&OLHQW¶¶V7'

4. 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:

- Y Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Y Gigabyte Transmitted is each GB (2 to the 30th power bytes) of data transmitted to and from the Cloud Services.

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.

5.1 Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably QHFHVVDU\IRU,%0DQGLWVLQGHSHQGHQWDXGLWRUWRYHULI&OLHQPW\VRPSOLDQFHZL WKWKH\$JUHHHPHQWDQGGLL SURPSWO\RUGHUDQGSD\IRUUHTXLUHGHQWLWOHPHQWVDW,%0\ then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

5.2 Enabling Software

Enabling Software may only be used with IBM Enterprise Application Service for Java Plans and is provided to Client under the following terms. IBM may update the license terms associated with the Enabling Software referenced in the table. Client may review the most current License Information terms found at: <https://www.ibm.com/support/customer/csol/terms/licenses#license-search>.

Enabling Software	Applicable License Terms (if any)
IBM Application Modernization Accelerator	https://www.ibm.com/terms/?id=L-UZDR-J82CTJ
IBM Application Modernization Accelerator Developer Tools	https://www.ibm.com/terms/?id=L-PMKJ-4ADC94
IBM Mono2Micro	https://www.ibm.com/terms/?id=L-FTXP-H7CM6W
IBM WebSphere Application Server	https://www.ibm.com/terms/?pid=5724-J08 For use on a Developer Machine only for development and unit test purposes.

5.3 Additional Trial Terms

The Trial Cloud Service is available as a no charge offering and is not eligible for SLA credits or technical support.

5.3.1 Term

Client may use the Trial Cloud Service for the period IBM specifies or until IBM withdraws or terminates the Trial Cloud Service.

Client may terminate use of the Trial Cloud Service at any time by notifying IBM. Client is responsible to remove any Content Client wishes to retain prior to expiration or termination of the Trial Cloud Service.

IBM may at any time suspend, revoke, limit or refuse participation in or use of the Trial Cloud Service. Content will be destroyed upon the expiration or cancellation of the Trial Cloud Service unless specific migration to the related generally available Trial Cloud Services is available.

5.3.2 Changes

IBM may in its reasonable discretion, change these terms, modify the computing environment, or withdraw the Trial Cloud Service, in whole or in part by providing notice. Continued use is Client's acceptance of any such change. If Client does not accept a change, Client is responsible to terminate &OLHQPW\VXVH

6. Overriding Terms

6.1 Support Deviations

The following prevails over anything to the contrary regarding Technical Support as defined in Section 3.2 above and applies only to IBM Enterprise Application Service for Java hosted in the IBM Cloud:

- An European Union (EU) Supported case management option is not provided. If Client orders one of the above listed plans in Section 1.1 of this Service Description on an account that Client selects EU Supported case management, the cases will be worked by the IBM software support teams worldwide.
- The response time objectives for the above listed plans are as follows:
 - For Premium Support

- (a) Severity 1 cases, the response time objective is 15 minutes (24 x 7 x 365)
 - (b) Severity 2 cases, the response time objective is 1 hour (24 x 5 x 365)*
 - (c) Severity 3 cases, the response time objective is 2 hours (24 x 5 x 365)*
 - (d) Severity 4 cases, the response time objective is 4 hours (24 x 5 x 365)*
- (2) For Advanced Support
 - (a) Severity 1 cases, the response time objective is 1 hour (24 x 7 x 365)
 - (b) Severity 2 cases, the response time objective is 2 hours (24 x 5 x 365)*
 - (c) Severity 3 cases, the response time objective is 4 hours (24 x 5 x 365)*
 - (d) Severity 4 cases, the response time objective is 8 hours (24 x 5 x 365)*
- (3) For Basic Support
 - (a) Only Severity 4 cases can be opened and there is no response time objective provided.

*24 x 5 x 365 is defined as Sunday 8:00 PM ET (Eastern Time zone in the US) to Friday 8:00 PM ET. No coverage between Friday 8:00 PM ET, to Sunday 8:00 PM ET.
- c. For the above listed plans, 24 x 7 x 365 support case management will only be provided for Severity 1 cases from Clients with Premium or Advanced support tiers. For Severity 2, Severity 3, and Severity 4 cases, Client will receive updates during weekdays 24 x 5 x 365 and may experience delays in responses after Friday 8:00 PM ET, to Sunday 8:00 PM ET.
- d. Chat support is not provided.
- e. Phone support is not provided.



IBM Technology



G-Cloud 15 IBM – Hashicorp Terraform Enterprise Service Definition Document

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Overview

Service Description

This Service Definition describes HashiCorp Cloud Platform (HCP) Vault, a managed cloud service that provides secure secrets management, encryption as a service, and identity based access control for applications and infrastructure. HCP Vault enables UK public sector organisations to centrally manage sensitive data such as credentials, API keys, tokens, and certificates, supporting secure digital service delivery while meeting governance, audit, and compliance requirements. HashiCorp Vault enables the UK Government to centrally eliminate credential-based cyber risk across all digital services by replacing static secrets, shared credentials, and manual key management with identity-based, policy-driven, and fully auditable security controls. It provides a single, cloud-agnostic security control plane for secrets, encryption, and access to sensitive data—reducing the likelihood and impact of breaches, improving audit outcomes, and enabling secure digital delivery at national scale.

What is the service is?

HCP Vault is HashiCorp's fully managed, enterprise-grade secrets and encryption platform delivered as a cloud service. The service provides a secure system of record for secrets and cryptographic operations, enabling applications, platforms, and users to authenticate, retrieve secrets dynamically, and encrypt or decrypt sensitive data without embedding secrets in code or configuration files. HCP Vault removes the operational burden of deploying, securing, scaling, and maintaining Vault infrastructure while providing enterprise controls, availability, and support.

How Terraform Works (Enterprise Context)

Terraform uses a **declarative model** to manage infrastructure:

- Infrastructure is defined as code using human-readable configuration files
- Providers translate those definitions into API calls against target platforms
- Terraform calculates the difference between the current and desired state
- Only the required changes are applied

HCP Terraform enhances this model by providing a central execution and governance layer, ensuring that infrastructure changes are consistent, secure, and traceable across teams and departments.

Core Terraform Capabilities Delivered by HCP Terraform

Remote Execution and Controlled Change Management

HCP Terraform executes Terraform plans and applies in managed, ephemeral runtime environments operated by HashiCorp. This ensures:

- Consistent execution environments across teams
- Isolation of runs to prevent cross-contamination
- Removal of cloud credentials from developer laptops
- Controlled promotion of changes through approval workflows

This model supports separation of duties between infrastructure authors, reviewers, and approvers — a key requirement in public sector environments.

Secure State Management

Terraform maintains a state file that represents the current known configuration of infrastructure. Loss or corruption of this state can result in operational risk.

HCP Terraform provides:

- Encrypted state storage at rest and in transit
- Automatic state versioning and recovery
- Locking to prevent concurrent modifications
- Centralised access control over sensitive infrastructure metadata

This eliminates the risks associated with locally stored or unmanaged state files.

Workspaces and Environment Isolation

HCP Terraform uses workspaces to logically separate infrastructure by environment, application, department, or security boundary.

Workspaces enable:

- Clear separation of development, test, and production environments
- Departmental isolation within shared platforms
- Fine-grained role-based access control
- Clear ownership and accountability for infrastructure resources

This model aligns well with UK Government operating structures and shared service environments.

Policy as Code and Preventative Governance

HCP Terraform enables organisations to define and enforce policies that govern how infrastructure can be provisioned.

Policies can be used to:

- Prevent deployment of resources in unauthorised regions
- Enforce encryption, logging, and network security controls
- Require tagging and cost-allocation standards
- Block non-compliant configurations before deployment

Policies are evaluated automatically as part of the Terraform workflow, enabling preventative controls rather than reactive remediation.

Private Module Registry and Standardisation

HCP Terraform provides a private registry for Terraform modules and providers. This enables platform teams to:

- Publish approved, security-hardened infrastructure patterns
- Version and manage reusable components
- Reduce duplication and configuration drift
- Enable delivery teams to consume compliant infrastructure by default

For UK Government, this supports “build once, use many times” approaches across departments and programmes.

Version Control Integration and Collaboration

HCP Terraform integrates natively with enterprise version control systems, enabling infrastructure changes to follow standard software development lifecycle practices.

This includes:

- Automated plan generation on code changes
- Review and approval via pull requests
- Controlled application of changes on merge

- Full traceability from code change to deployed infrastructure

Auditability and Assurance

All actions within HCP Terraform are logged and traceable, including:

- Who initiated a change
- Who approved or rejected it
- What infrastructure was modified
- When the change occurred

This supports audit, assurance, and compliance reporting requirements without additional tooling.

Why HCP Terraform is Needed for UK Government

UK Government organisations operate complex hybrid estates while being subject to strict security, governance, and audit obligations. Traditional manual provisioning and fragmented automation approaches result in inconsistent configurations, elevated operational risk, and limited visibility.

HCP Terraform addresses these challenges by:

- Standardising infrastructure delivery across departments
- Embedding governance and security into deployment workflows
- Reducing reliance on manual processes
- Improving audit readiness and operational assurance
- Enabling platform-led operating models at scale

Service Options

HCP Terraform is provided as a fully managed SaaS offering operated by HashiCorp. Service options include:

- Deployment in European regions to support data residency requirements
- Integration with major public cloud providers
- Integration with enterprise identity providers and CI/CD pipelines
- Enterprise support and commercially backed service levels

Value Proposition for UK Government



- Consistency: Standardised infrastructure across programmes and departments
- Security: Centralised control of credentials, state, and execution
- Governance: Preventative policy enforcement aligned to public sector standards
- Auditability: Full traceability of infrastructure change activity
- Efficiency: Faster delivery through reusable modules and automation
- Scalability: Supports multi-department and whole-of-government platforms

Conclusion

HCP Terraform provides UK Government organisations with a secure, governed, and enterprise-ready platform for Infrastructure as Code. By combining Terraform's declarative infrastructure model with a managed control plane, HCP Terraform enables scalable digital transformation while maintaining the levels of control, assurance, and resilience required in the public sector.



IBM Technology



G-Cloud 15 IBM – HashiCorp Vault Service Definition Document

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Overview

This Service Definition describes HashiCorp Cloud Platform (HCP) Vault, a managed cloud service that provides secure secrets management, encryption as a service, and identity based access control for applications and infrastructure.

HCP Vault enables UK public sector organisations to centrally manage sensitive data such as credentials, API keys, tokens, and certificates, supporting secure digital service delivery while meeting governance, audit, and compliance requirements.

HashiCorp Vault enables the UK Government to centrally eliminate credential-based cyber risk across all digital services by replacing static secrets, shared credentials, and manual key management with identity-based, policy-driven, and fully auditable security controls.

It provides a single, cloud-agnostic security control plane for secrets, encryption, and access to sensitive data—reducing the likelihood and impact of breaches, improving audit outcomes, and enabling secure digital delivery at national scale

1. What is the Service?

HCP Vault is HashiCorp's fully managed, enterprise-grade secrets and encryption platform delivered as a cloud service.

The service provides a secure system of record for secrets and cryptographic operations, enabling applications, platforms, and users to authenticate, retrieve secrets dynamically, and encrypt or decrypt sensitive data without embedding secrets in code or configuration files.

HCP Vault removes the operational burden of deploying, securing, scaling, and maintaining Vault infrastructure while providing enterprise controls, availability, and support.

2. Service Category (G-Cloud Alignment)

This service aligns to the following G-Cloud service categories:

Cloud Software

- Application security
- Information and communication technology (ICT)
- Software development tools
- Operations management

Cloud Support (optional associated services)

- Security services

- Set up and migration
- Ongoing support
- Training

3. How the Service Works

HCP Vault operates as a centrally managed control plane for secrets and encryption. Key operational principles include:

- Secrets are stored securely and accessed dynamically at runtime
- Applications authenticate using trusted identity sources rather than static credentials
- Secrets are issued on-demand and can be short-lived
- Access is controlled through fine-grained policies
- All access and operations are logged for audit purposes

The service integrates with cloud platforms, identity providers, and application runtimes to support modern, distributed architectures.

4. Core Service Features

4.1 Secrets Management

HCP Vault securely stores and manages sensitive data, including:

- Database credentials
- API keys
- Tokens
- Passwords
- Certificates

Secrets can be dynamically generated and automatically rotated, reducing the risk associated with long-lived credentials.

4.2 Encryption as a Service (Data Protection)

HCP Vault provides cryptographic services that allow applications to encrypt and decrypt data without managing encryption keys directly.

Capabilities include:

- Centralised key management
- Encryption and decryption APIs
- Key rotation and lifecycle management
- Support for application-level encryption use cases

This enables sensitive data to be protected throughout its lifecycle.

4.3 Identity-Based Access Control

Access to secrets and cryptographic operations is governed by identity-based policies. HCP Vault integrates with:

- Cloud identity platforms
- Enterprise identity providers
- Application and workload identities

This enables authentication without embedding static secrets and supports least-privilege access models.

4.4 Policy and Governance

Policies define who or what can access secrets and under what conditions. Policies support:

- Fine-grained access control
- Segregation of duties
- Environment separation (e.g. development, test, production)
- Alignment with organisational security standards

Policies are enforced consistently across all access methods

4.5 Audit Logging and Compliance

All access to secrets and cryptographic operations is logged.

Audit logs include:

- Identity of the requester
- Time and type of operation
- Target secret or cryptographic action

These logs support security monitoring, incident investigation, and compliance reporting.

5. Why the Service Is Needed (Public Sector Context)

UK Government organisations operate complex digital services that rely on multiple systems, platforms, and third-party integrations.

Traditional approaches to secrets management—such as storing credentials in configuration files or environment variables—introduce significant security and operational risk.

HCP Vault addresses these challenges by:

- Eliminating hard-coded secrets
- Centralising control of sensitive data
- Enabling secure automation and DevSecOps practices
- Improving auditability and assurance
- Reducing the impact of credential compromise

6. Service Options

Deployment Model

- Fully managed SaaS delivered via HashiCorp Cloud Platform
- No customer-managed infrastructure required

Hosting Locations

- Available in European regions to support UK public sector data residency considerations

Integration Options

- Public cloud platforms (e.g. AWS, Azure, GCP)
- Enterprise identity providers
- Application runtimes and CI/CD pipelines

7. Onboarding and Offboarding

Onboarding

- Service provisioning through HashiCorp Cloud Platform
- Configuration of authentication methods and policies

- Optional support for initial setup and migration

Offboarding

- Controlled export or revocation of secrets
- Secure deletion of stored secrets in accordance with service term

8. Service Levels and Availability

- HCP Vault is provided with commercially backed service levels suitable for production workloads.
- Availability targets, service credits, and exclusions are defined contractually and apply to production use.

9. Backup, Restore, and Disaster Recovery

The service includes:

- Managed backup of service data
- High availability architecture
- Disaster recovery procedures operated by HashiCorp

Recovery objectives are defined in contractual documentation

10. Security

Security controls include:

- Encryption of data at rest and in transit
- Role-based and policy-driven access control
- Secure authentication mechanisms
- Continuous monitoring and logging

Customers remain responsible for configuring access policies and ensuring compliance with applicable regulations.

11. Access to Data on Exit

Customers retain ownership of their data.
Upon exit, customers can:

- Revoke access credentials
- Export relevant configuration where supported
- Ensure secrets are securely deleted in line with service processes

12. After-Sales Support

Support includes:

- Access to HashiCorp support portals
- Incident and problem management
- Service updates and maintenance handled by HashiCorp

Support is included with the service subscription.

13. Service Constraints

- The service is delivered as a standardised SaaS offering
- Customisation is limited to configuration and policy definition
- Maintenance is managed by the service provider

14. Technical Requirements

- Network connectivity to the HashiCorp Cloud Platform
- Supported authentication integrations
- Compatible application or platform integrations

15. Conclusion

HCP Vault provides UK Government organisations with a secure, scalable, and enterprise ready service for secrets management and encryption.

By centralising control of sensitive data and embedding security into application and infrastructure workflows, the service supports modern digital delivery while meeting public sector security and assurance requirements



IBM Technology



G-Cloud 15

IBM – Hyper Protect Crypto – Key Management
Service & HSM

Service Definition Document

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IBM Cloud Hyper Protect Crypto Services

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

1. Cloud Service

IBM Cloud Hyper Protect Crypto Services (Hyper Protect Crypto Services) provides a cloud hardware security module (HSM) for a dedicated key management service. Hyper Protect Crypto Services helps Client encrypt its data according to the highest security standards utilizing FIPS 140-2 compliant hardware security modules.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Hyper Protect Crypto Services

Hyper Protect Crypto Services integrates with IBM Key Protect for IBM Cloud APIs to generate and encrypt keys. The Cloud Service provides network access to Hardware Security Module (HSM) Hardware that has been designed to meet FIPS 140-2 lvl 4 certification requirements. Keep Your Own Keys (KYOK) allows imprinting (initializing) and management of the HSM with customer generated administrator certificates and master keys.

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=46E9C81025D811E895B382FBC780E8BA>

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.

4. 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:

- Hour is an hour of use of the Cloud Services. For this Cloud Service Client will be charged for:
- Each Hour a Crypto Unit is available to or managed by the Cloud Service.

- Each Hour the Unified Key Orchestrator feature is enabled.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For this Cloud Service an Item is either an internal keystore or an external keystore

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.

5.1 Open-Source Licenses

The following describe open source packages and their licenses used:

- IBM/Plex Font: The Cloud Service uses the IBM/plex font within the IBM Cloud dashboard under the SIL Open Font License: <https://opensource.org/licenses/OFL-1.1/>.
- distribute-0.6.34/docs/build/html/_sources/index.txt:
<https://creativecommons.org/licenses/by/3.0/>
- golang/text: <https://creativecommons.org/licenses/by-sa/3.0/>
- golang/gopher: <https://creativecommons.org/licenses/by-sa/3.0/>
- howto.diveintomark: <https://creativecommons.org/licenses/by-sa/2.5/>

5.2 Client Responsibilities

Client is responsible for keeping copies of signature keys and master key parts as the Cloud Service does not retain copies. If the Cloud Service fails, or hardware replacement or upgrade is made, Client may need to reinitialize the HSM using Client's saved keys and certificates to fully restore usage of the Cloud Service and all Content.

5.3 Sample and Demo Software

The Cloud Service may include some components in source code form (Source Components) and other materials that will be identified as "Sample Materials". Client may copy and modify Source Components and Sample Materials for internal use only. Client may not alter or delete any copyright information or notices contained in the Source Components or Sample Materials. IBM provides the Source Components and Sample Materials as-is, without warranties of any kind.

5.4 Administrative Access

IBM Cloud Hyper Protect Crypto Services do not include any interface in the product that enables IBM Cloud provider administrative access to Client or Customer Personal Data and other key material in the



production runtime environment. "Administrative Access" means the right and possibility to access, read, export, modify or delete unencrypted customer data (e.g., database content, log files and key material). Service log files do not contain any Personal Data or key material. IBM Cloud Satellite
Except as noted below, the terms of the IBM Cloud Service Description apply.



IBM Technology



G-Cloud 15 IBM – Hyper Protect Virtual Server Service Definition Document

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IBM Cloud Hyper Protect Virtual Servers

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

1. Cloud Service

IBM Cloud Hyper Protect Virtual Servers is an offering available on IBM Cloud under the Compute portfolio. Similar to other Infrastructure-as-a-Service offerings, IBM Cloud Hyper Protect Virtual Servers is self-managed by Client. The Client has the ability to select data centers and availability zones, and the Client can then deploy, configure and manage services according to the Client's requirements and subject to the applicable laws.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Hyper Protect Virtual Servers

Hyper Protect Virtual Servers is a LinuxOne based virtual server that the Clients may customize and purchase on IBM Cloud. IBM manages the underlying infrastructure up to the operating system deployment, and the Client manages the operating system of the virtual server and beyond. Only the Client that has provisioned the virtual server using public SSH keys has access to that virtual server.

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=165C6EF0FFDA11E8BABD512A6952EE1F>

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

- Functionality that is provided as a technical preview (experimental) is identified as such in the documentation of the service. Such functionality is provided for proof of concept evaluation purposes and should not be used in a production environment. IBM does not provide technical support for functionality that is marked as technical preview (experimental).
- For other functionalities, 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. The following charge metrics apply to this Cloud Service:

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

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.

5.1 Open Source Licenses

The Cloud Service contains open source packages which are described in the 'IBM Cloud docs' (documentation). The 'IBM Cloud docs' contains a list of open source packages as well as links to the applicable license. These links and associated licenses will be updated as needed and it is Client's responsibility to monitor the 'IBM Cloud docs' for updates.

5.2 Client Responsibilities

Client is responsible for their own backups as the service has limited business continuity and disaster recovery. There is no standard High Availability support available and the client is responsible for setting up their application with multiple instances (if required) in a hosting appliance setup. Client is also responsible for vulnerability management of base image in instances. Because IBM cannot update the instances of Clients in this offering, it is the responsibility of clients to install necessary updates including security fixes, when available.





IBM Technology



G-Cloud 15

IBM – Key Protect on IBM Cloud
Service Definition Document

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Contact: Anne-Marie Wheeler



IBM Cloud Additional Service Description

IBM Key Protect for IBM Cloud

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Key Protect for IBM Cloud

IBM Key Protect for IBM Cloud is a multitenant cloud-based security service that provides key life cycle management for encryption keys and their versions ("Items") used by IBM Cloud services or Client-built applications.

1.1.2 IBM Key Protect for IBM Cloud Satellite

IBM Key Protect for IBM Cloud Satellite is a single-tenant cloud-based security service that provides key life cycle management for encryption keys and their versions ("Items") used by IBM Cloud Satellite services or Client-built applications on IBM Cloud Satellite.

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: Key Protect

[https://www.ibm.com/software/reports/compatibility/clarity-](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=180A0EC0658B11E5A8DABB56563AC132)

[reports/report/html/softwareReqsForProduct?deliverableId=180A0EC0658B11E5A8DABB56563AC132](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=180A0EC0658B11E5A8DABB56563AC132) Key Protect (Satellite)

[https://www.ibm.com/software/reports/compatibility/clarity-](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CC27A840EE7811ECBEE19EDF136D6557)

[reports/report/html/softwareReqsForProduct?deliverableId=CC27A840EE7811ECBEE19EDF136D6557](https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CC27A840EE7811ECBEE19EDF136D6557)

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.

4. 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:

- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For Key Protect, an item refers to the encryption key version resulting from key create or rotation events.

IBM Technology



G-Cloud 15

IBM – LinuxOne VM – Virtual Machines

Service Definition Document

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Service Description

IBM Cloud

IBM Cloud allows Client to deploy selected Cloud Services and Content, including Client applications and data, within IBM's public cloud environment.

1. Cloud Services

Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management of features for the selected Cloud Services (including security, backup, failover, restore, and monitoring).

1.1 Core Services

The IBM Cloud includes a number of core services that enable Client to: i) view, select and provision services; ii) view and manage Client's IBM Cloud account, including authorize users, set permissions, and manage account and billing; iii) request support; and iv) view available support documentation (Core Services). Details regarding the Core Services, including specific data processing and protection provisions, are at <http://www.ibm.com/terms/?id=i126-9524>.

The IBM Cloud user interfaces (UI) consist of on-line portals, APIs, command line interfaces, or, where available, assisted ordering (Client order placement via IBM sales support staff). Client may use any UI to select and deploy Cloud Services from the IBM Cloud catalog. Client is responsible to select and configure services to meet Client's technical, security, compliance, and other requirements. Client is responsible for maintaining and protecting all access keys generated for each Cloud Service. The UIs, support documentation, and other information may be presented only in English, and the English version governs any conflict with a translation.

1.2 Additional Service Descriptions

Additional Service Descriptions (Additional SD) are available from the IBM Cloud catalog for each Cloud Service. Each Additional SD describes the Cloud Service, including options and terms, if any, specific data processing and protection provisions, or identification of Enabling Software. Client can view the Additional SD by clicking on the offering's "Terms" link in the IBM Cloud catalog for that offering. Any conflicting terms in the Additional SD that override terms in this IBM Cloud Service Description, or the base agreement will be identified in the Additional SD and accepted by Client by provisioning the Cloud Service.

1.3 Client Solutions

Client may use the Cloud Services as a platform to make Client's applications or services commercially available to Client's customers (e.g. to host applications). Such applications may not: i) directly resell Cloud Services to end users; or ii) sell access to IBM Cloud account ids, without entering into a separate agreement with IBM.

1.4 Network Access

Cloud Services may connect to the IBM Cloud private network, the public network and IBM's internal administrative network. Also, virtual and bare metal servers are assigned to a Client-dedicated private VLAN. Client may be able to disable public network access to services as described in IBM Cloud documentation. The private network enables a VPN connection for administrative access, intraapplication communications, communications from different points of delivery/data centers, and for access to shared infrastructure services. The administrative VPN enables Client to administer and manage ordered services, and to upload, download, and manage content.

Client has no ownership or transfer rights to any IP address assigned to Client and may not use IP addresses or VLANs not assigned to Client or approved by IBM. The IP Address Policy at

https://cloud.ibm.com/docs/overview?topic=overview-ip_address_policy governs use and provisioning of IP addresses, including IP addresses Client provides. If a physical or virtual server instance is suspended, depending on the violation, public network or private network access may be disabled until resolution of the violation. Temporary access using the private network VLAN to remedy a violation may be available. Upon cancellation of Cloud Services using any IBM-provided IP addresses, Client must relinquish use of such addresses, including directing the DNS for Client's domain names away from the cancelled Cloud Services.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum (DPA) is found at <http://ibm.com/dpa>. The DPA and the applicable Data Processing and Protection Data Sheets (referred to as Data Sheets or DPA Exhibits) apply to IBM's processing of personal data on behalf of the Client.

For each Cloud Service, the applicable Data Sheet is available from the Additional SD or directly from the "Terms" link in the IBM Cloud catalog if no Additional SD is provided.

In addition to other technical and organizational measures specified in applicable Data Sheets, IBM will perform penetration testing of Cloud Services at least annually. Such testing may be carried out by qualified IBM testers, including IBM X-Force™, or by qualified third-party providers.

2.1 EU Supported Cloud

If Client enables EU Support for its IBM Cloud account and deploys an EU Supported Cloud Service in an EU Support-eligible region, the following additional data access controls apply. Any required IBM access to systems and service will be privileged access restricted to authorized EU-based personnel only, or if non-EU-based personnel require temporary access, such access will be provided only if approved and monitored by authorized EU-based personnel in accordance with IBM's internal privileged user monitoring and auditing program.

3. Service Level Agreements and Technical Support

3.1 Service Level Agreements

Service level agreements (SLAs) for Cloud Services are described in the Service Level Agreement document at <https://www.ibm.com/support/customer/csol/terms/?id=i126-9268>.

3.2 Technical Support

IBM provides basic level support at no additional charge for the Cloud Services or Client can select available fee-based technical support offerings with a specified minimum commitment. Any selected fee-based technical support offerings will be associated with and charged based on the level of use of the eligible Cloud Service, including any overage charges. Further details on support offerings can be found at <https://cloud.ibm.com/docs/get-support?topic=get-support-support-plans>.

Client may submit a support ticket describing an issue in accordance with the applicable support policy procedures. The support policies are available in the IBM Cloud documentation and provide details of available support options, as well as information on access, support business hours, severity classification, and support resources and limitations. IBM uses commercially reasonable efforts to respond to support requests; however, there is no specified response time objective for basic level support.

Unless otherwise agreed in writing, support is available only to Client (and its authorized users) and not to any end users of Client's solutions. Client is solely responsible for providing all customer support and services to its end users.

An online support forum is available at no charge on the IBM Cloud Developer Center or on Stack Overflow. IBM's development and support staff monitors both forums.

Support for Non-IBM Products is provided by the third party vendor and may require a separate support contract.

4. Charges

Cloud Services will be charged as a pay-as-you-go basis account (PayGo account) unless Client has an active Subscription or ESP account as described below. Charges and pricing metrics (the units measured to determine service charges) for Cloud Services will be identified in the IBM Cloud catalog or may be defined in an Additional SD. Client will be billed in arrears each month for actual consumption of selected Cloud Services and charged as described for each account type below. Client is responsible for paying for all Cloud Services ordered through any Cloud UI. Charges for Cloud Services are established in U.S. dollars. Non-U.S. dollar charges are calculated by converting the U.S. dollar charge to the local currency charge using the market exchange rates published by leading financial institutions. Market exchange rates will be adjusted monthly, except as prohibited or controlled by applicable law.

4.1 Pay As You Go Accounts

Pay As You Go accounts require no spending commitment. Standard catalog charges will be billed each month for consumption of the Cloud Services. Client must provide IBM with valid credit card details or a current purchase order with sufficient approved funding.

4.2 Subscriptions

A subscription requires a committed usage level over a selected subscription period for eligible Cloud Services. Subscription periods are divided into 12-month cycles (or if less than 12 months remain in a period, the remaining number of months are a cycle). Standard catalog charges for consumption of the Cloud Services, including any associated fee-based technical support services, are deducted each month from the committed subscription usage level in a current cycle. Once a cycle's committed usage level has been consumed, additional usage in a cycle will be billed as overage. Committed

usage not used before the end of the cycle is forfeited. Subscriptions may not be cancelled prior to the end of the subscription period and will automatically renew for the same term unless the order specifies otherwise. Accounts convert to non-discounted pay-as-you-go account upon expiration or non-renewal of a subscription, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered.

4.3 IBM Cloud Enterprise Savings Plan (formerly "Pay as you Go with Committed Use")

An Enterprise Savings Plan account requires a committed consumption level for each 12-month cycle over the commitment term for eligible Cloud Services. Standard catalog charges, with the agreed discount applied, will be billed each month for consumption of the Cloud Services, including any associated fee-based technical support services. The agreed discount will also apply to any use over the committed consumption level in any 12-month cycle. At the end of each 12-month cycle, Client will be invoiced an amount equal to any unused committed consumption. These discounts do not apply to NonIBM Products.

Enterprise Savings Plan accounts will automatically renew for the same commitment term at the same committed consumption level as the final 12-month cycle in the current order unless the order specifies otherwise. Accounts convert to a non-discounted pay-as-you-go account upon expiration or non-renewal of the commitment term, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered. An Enterprise Savings Plan account may not be cancelled prior to the end of the commitment term.

4.4 Billing

Client will be billed charges each month by billing Client's credit card or, where available, by invoice for payment due by electronic funds transfer, or by such other method as approved by IBM.

By providing credit card information, including relevant personal data, Client agrees IBM can use such information to process payment of charges. Payment of charges will be automatic on the due date.

Client is responsible to keep information current to avoid service disruption or account cancellation.

Unless limited by law, if credit card payment is declined, a late payment fee of \$20 (or equivalent in local currency) will be due for payment delay.

If Client believes a charge to be incorrect, Client must submit a support ticket within 30 calendar days from its due date. A credit will be provided upon validation of an incorrect charge. Client accepts billed charges for Cloud Services if not disputed within such period.

If Client requires specific funding authorization for IBM to invoice charges, such as a purchase order, Client is responsible to provide and keep such authorization timely and current with sufficient funding authorization to cover all orders submitted using Client's account credentials to avoid any service disruptions, late payment fees, or account cancellation.

5. Additional Terms

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

5.1 Service Periods and Reservations

For services provided on a monthly or committed service period basis, the service periods begin on: i) the first day of each calendar month; or ii) for accounts with an IBM established account billing date, it is that calendar date, or the last day of the month if that date does not exist.

If Client selects to use a specific Cloud Service on a reservation or reserved instance basis with a committed service period, IBM will not change the agreed price or reservation discount during the

commitment period. Upon expiration of the committed service period, the Cloud Service will revert to monthly billing at the catalog price in effect on the expiration of the service period.

5.2 Cancellation of Individual Services or Client Account

5.2.1 Cancelling and Downgrading Services

To downgrade or cancel a specific infrastructure Cloud Service that does not have a committed service period, Client must cancel at least 24 hours prior to the end of the service period (in time zone GMT-6). A cancelled Cloud Service can continue to be available until the end of the service period and no refund or credits are provided for any unused portion. Untimely notice will result in automatic renew for another service period. Client is responsible to monitor status of any request to cancel or downgrade a Cloud Service to ensure it was successful.

5.2.2 Cancelling Services with Committed Service Period

If Client selected to use a Cloud Service on a reserved basis and cancels the Cloud Service prior to the end of the committed service period, Client must submit a support ticket with an effective date of cancellation. The reserved service will continue to be available until the requested cancellation date, however charges for the remainder of the committed service period will be due.

5.2.3 Suspension and Cancellation by IBM

IBM Cloud documentation may include usage guidelines or limitations to preserve the performance, responsiveness, or integrity of the Cloud Services. Client agrees to comply with such guidelines and understands that use or applications that violate these guidelines may be suspended automatically or by IBM system administrators.

Cloud Services that are unmodified and left running in a non-billable account for 10 or more days may be suspended automatically. Any Cloud Service that Client has deployed but has not used for 30 or more days in a non-billable account may be deleted.

IBM may cancel Client's account with no further notice if: i) Client fails to provide valid credit card information or PO funding authorization within 10 business days of IBM sending notice to last known account administrator; or ii) no Cloud Services are ordered or remain active during any six-month period. Upon account cancellation by Client or by IBM, all Cloud Services and Client environments will be reclaimed, removing access and irrevocably deleting any associated Content.

5.3 Client Provided Software License Entitlements

Certain IBM Cloud Services require or allow Client to use IBM or third party software, or enable provisioning of such software to an IBM Cloud environment, on the condition that Client has separately acquired proper license entitlements. By configuring or provisioning such services, Client represents it has acquired and will maintain all required licenses entitlements from the applicable IBM or third party software licensor to use within the IBM Cloud. Client is responsible for any tracking regarding use of software and license entitlements and any required reporting to the software licensor.

For Microsoft products used on shared servers using Client's separately acquired license entitlements, Client must follow Microsoft's procedures and execute Microsoft's "Mobility Verification Form". For further details, see the Microsoft License Mobility Verification Guide.

5.4 Sample Code

If the Enabling Software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with the Enabling Software rights.

5.5 Beta Services

Cloud Services provided as a beta or experimental service will be identified as such in the IBM Cloud UI.

A beta or experimental service may not be at a level of performance or compatibility of generally available services, is not fully tested, and may not comply with the normal Cloud Service security practices. Such services are not designed for any type of Content that contains personal data or for use in a production environment. Client agrees not to provide or input Content that contains personal data in a beta or experimental service. Client is responsible to remove content Client wishes to retain prior to expiration or termination of the beta or experimental service.

6. Overriding Terms

The following prevails over anything to the contrary in the base agreement by which Client acquired the IBM Cloud.

6.1 Changes

6.1.1 Modifications to Cloud Services

IBM will provide at least 12 months' notice of any discontinuation of material functionality of a Cloud Service, or modification to an API in a way that is not backwards compatible unless IBM must act sooner to comply with applicable laws, legal obligations, or regulations, to address a security issue, or to avoid undue economic burden.

6.1.2 Withdrawal of Cloud Services

Unless IBM must act sooner to: i) comply with applicable laws, legal obligations, or regulations; ii) address a security issue; or iii) to avoid undue economic burden, IBM will provide at least 12 months' notice of withdrawal, or, for selected Cloud Services, withdrawal no earlier than the extended dates shown at https://cloud.ibm.com/docs/overview?topic=overview-services_availability.

6.1.3 Changes to Service Descriptions

IBM will provide Client at least 30 days' notice of any price increases or changes to this Service Description or any Additional SD, and at least 90 days' notice for changes to SLAs that are unfavorable to Client. Continued use of the Cloud Services after the notice period constitutes Client's acceptance of any changes.

6.1.4 Notices

IBM will provide above change notifications by posting in the Cloud UI at <https://cloud.ibm.com/status/announcement>. Client may subscribe in the Cloud UI to receive email notifications of these announcements. Client can also subscribe to receive notice of any update to the IBM base agreements, Service Description, and Additional Service Descriptions by clicking on the Subscription tab in IBM Terms at www.ibm.com/terms and selecting applicable documents.

IBM Technology



G-Cloud 15 IBM – MQ on Cloud Service Definition Document

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Overview

Service Description

IBM MQ on Cloud provides a messaging transport and delivery service for applications. It is the gold standard for enterprise messaging, providing security-rich and reliable messaging across multiple clouds. You connect applications to it, and then easily send and receive messages in real time. Messaging paradigms include point-to-point and publish-subscribe.

Why the service is needed.

Service features

- Application to application real-time messaging
- Assured once and once-only message delivery
- Asynchronous message processing and transfer
- Transactional message processing
- End-to-end message encryption and signing
- Point-to-point and publish-subscribe paradigms
- File Transfer
- Very wide range of APIs and language support

Service benefits

- Transfer data in real-time between applications running anywhere
- Ensure transactional processing across multiple applications
- Optimise business processes through asynchronous processing
- Assure end-to-end security for sensitive data
- Provision the service within a matter of minutes

Service Options

IBM MQ Service Options

Option	Deployment Model	Core Capabilities	Typical use-case
IBM MQ on Cloud (Managed Service)	Fully-managed SaaS on IBM Cloud (single-tenant or multitenant)	• Zero-admin provisioning, automatic patching, built-in high-availability • TLS/mTLS encryption, IAM-based authentication • Integrated monitoring & alerting	Organizations that want messaging without any infrastructure ops.
IBM MQ on Cloud (VPC/Private Cloud)	Dedicated VPC with isolated network and storage	• Full control of network security groups, custom DNS • Same managed-service reliability with stricter data-sovereignty	Regulated industries (banking, healthcare) requiring private networking.

Option	Deployment Model	Core Capabilities	Typical use-case
IBM MQ for z/OS	Runs on IBM Z mainframes (z/OS)	• Enterprise-grade throughput, sub-millisecond latency • Native integration with CICS, IMS, Db2 • Hardware-level HA/DR (parallel sysplex)	Large-scale transaction processing, legacy mainframe workloads.
IBM MQ Appliance	Pre-configured hardware box (M2002/M2003)	• Turn-key installation, built-in HA/DR, encrypted storage • Simplified lifecycle (firmware updates, licensing)	Sites that need an on-premise, low-maintenance messaging backbone

IBM MQ (on-premises/VM)	Installable software on any supported OS (Linux, Windows, AIX)	• Full feature set (Advanced Message Security, clustering) • Deploy in VMs, containers, or bare metal • Custom sizing & integration with existing CI/CD pipelines	Enterprises with existing data-center or hybrid-cloud strategies
IBM MQ as part of Cloud Pak for Integration	Containerised operator on Red Hat OpenShift	• Git-ops style lifecycle, automated scaling, unified observability • Can be combined with other CP4I services (App Connect, Event Automation)	Teams adopting a Kubernetes-native integration platform.



IBM Technology



G-Cloud 15

IBM – WAZI

Service Definition Document

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Service Description

IBM Cloud

IBM Cloud allows Client to deploy selected Cloud Services and Content, including Client applications and data, within IBM's public cloud environment.

1. Cloud Services

Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management of features for the selected Cloud Services (including security, backup, failover, restore, and monitoring).

1.1 Core Services

The IBM Cloud includes a number of core services that enable Client to: i) view, select and provision services; ii) view and manage Client's IBM Cloud account, including authorize users, set permissions, and manage account and billing; iii) request support; and iv) view available support documentation (Core Services). Details regarding the Core Services, including specific data processing and protection provisions, are at <http://www.ibm.com/terms/?id=i126-9524>.

The IBM Cloud user interfaces (UI) consist of on-line portals, APIs, command line interfaces, or, where available, assisted ordering (Client order placement via IBM sales support staff). Client may use any UI to select and deploy Cloud Services from the IBM Cloud catalog. Client is responsible to select and configure services to meet Client's technical, security, compliance, and other requirements. Client is responsible for maintaining and protecting all access keys generated for each Cloud Service. The UIs, support documentation, and other information may be presented only in English, and the English version governs any conflict with a translation.

1.2 Additional Service Descriptions

Additional Service Descriptions (Additional SD) are available from the IBM Cloud catalog for each Cloud Service. Each Additional SD describes the Cloud Service, including options and terms, if any, specific data processing and protection provisions, or identification of Enabling Software. Client can view the Additional SD by clicking on the offering's "Terms" link in the IBM Cloud catalog for that offering. Any conflicting terms in the Additional SD that override terms in this IBM Cloud Service Description, or the base agreement will be identified in the Additional SD and accepted by Client by provisioning the Cloud Service.

1.3 Client Solutions

Client may use the Cloud Services as a platform to make Client's applications or services commercially available to Client's customers (e.g. to host applications). Such applications may not: i) directly resell Cloud Services to end users; or ii) sell access to IBM Cloud account ids, without entering into a separate agreement with IBM.

1.4 Network Access

Cloud Services may connect to the IBM Cloud private network, the public network and IBM's internal administrative network. Also, virtual and bare metal servers are assigned to a Client-dedicated private VLAN. Client may be able to disable public network access to services as described in IBM Cloud documentation. The private network enables a VPN connection for administrative access, intraapplication communications, communications from different points of delivery/data centers, and for access to shared infrastructure services. The administrative VPN enables Client to administer and manage ordered services, and to upload, download, and manage content.

Client has no ownership or transfer rights to any IP address assigned to Client and may not use IP addresses or VLANs not assigned to Client or approved by IBM. The IP Address Policy at

https://cloud.ibm.com/docs/overview?topic=overview-ip_address_policy governs use and provisioning of IP addresses, including IP addresses Client provides. If a physical or virtual server instance is suspended, depending on the violation, public network or private network access may be disabled until resolution of the violation. Temporary access using the private network VLAN to remedy a violation may be available. Upon cancellation of Cloud Services using any IBM-provided IP addresses, Client must relinquish use of such addresses, including directing the DNS for Client's domain names away from the cancelled Cloud Services.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum (DPA) is found at <http://ibm.com/dpa>. The DPA and the applicable Data Processing and Protection Data Sheets (referred to as Data Sheets or DPA Exhibits) apply to IBM's processing of personal data on behalf of the Client.

For each Cloud Service, the applicable Data Sheet is available from the Additional SD or directly from the "Terms" link in the IBM Cloud catalog if no Additional SD is provided.

In addition to other technical and organizational measures specified in applicable Data Sheets, IBM will perform penetration testing of Cloud Services at least annually. Such testing may be carried out by qualified IBM testers, including IBM X-Force™, or by qualified third-party providers.

2.1 EU Supported Cloud

If Client enables EU Support for its IBM Cloud account and deploys an EU Supported Cloud Service in an EU Support-eligible region, the following additional data access controls apply. Any required IBM access to systems and service will be privileged access restricted to authorized EU-based personnel only, or if non-EU-based personnel require temporary access, such access will be provided only if approved and monitored by authorized EU-based personnel in accordance with IBM's internal privileged user monitoring and auditing program.

3. Service Level Agreements and Technical Support

3.1 Service Level Agreements

Service level agreements (SLAs) for Cloud Services are described in the Service Level Agreement document at <https://www.ibm.com/support/customer/csol/terms/?id=i126-9268>.

3.2 Technical Support

IBM provides basic level support at no additional charge for the Cloud Services or Client can select available fee-based technical support offerings with a specified minimum commitment. Any selected fee-based technical support offerings will be associated with and charged based on the level of use of the eligible Cloud Service, including any overage charges. Further details on support offerings can be found at <https://cloud.ibm.com/docs/get-support?topic=get-support-support-plans>.

Client may submit a support ticket describing an issue in accordance with the applicable support policy procedures. The support policies are available in the IBM Cloud documentation and provide details of available support options, as well as information on access, support business hours, severity classification, and support resources and limitations. IBM uses commercially reasonable efforts to respond to support requests; however, there is no specified response time objective for basic level support.

Unless otherwise agreed in writing, support is available only to Client (and its authorized users) and not to any end users of Client's solutions. Client is solely responsible for providing all customer support and services to its end users.

An online support forum is available at no charge on the IBM Cloud Developer Center or on Stack Overflow. IBM's development and support staff monitors both forums.

Support for Non-IBM Products is provided by the third party vendor and may require a separate support contract.

4. Charges

Cloud Services will be charged as a pay-as-you-go basis account (PayGo account) unless Client has an active Subscription or ESP account as described below. Charges and pricing metrics (the units measured to determine service charges) for Cloud Services will be identified in the IBM Cloud catalog or may be defined in an Additional SD. Client will be billed in arrears each month for actual consumption of selected Cloud Services and charged as described for each account type below. Client is responsible for paying for all Cloud Services ordered through any Cloud UI. Charges for Cloud Services are established in U.S. dollars. Non-U.S. dollar charges are calculated by converting the U.S. dollar charge to the local currency charge using the market exchange rates published by leading financial institutions. Market exchange rates will be adjusted monthly, except as prohibited or controlled by applicable law.

4.1 Pay As You Go Accounts

Pay As You Go accounts require no spending commitment. Standard catalog charges will be billed each month for consumption of the Cloud Services. Client must provide IBM with valid credit card details or a current purchase order with sufficient approved funding.

4.2 Subscriptions

A subscription requires a committed usage level over a selected subscription period for eligible Cloud Services. Subscription periods are divided into 12-month cycles (or if less than 12 months remain in a period, the remaining number of months are a cycle). Standard catalog charges for consumption of the Cloud Services, including any associated fee-based technical support services, are deducted each month from the committed subscription usage level in a current cycle. Once a cycle's committed usage level has been consumed, additional usage in a cycle will be billed as overage. Committed

usage not used before the end of the cycle is forfeited. Subscriptions may not be cancelled prior to the end of the subscription period and will automatically renew for the same term unless the order specifies otherwise. Accounts convert to non-discounted pay-as-you-go account upon expiration or non-renewal of a subscription, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered.

4.3 IBM Cloud Enterprise Savings Plan (formerly "Pay as you Go with Committed Use")

An Enterprise Savings Plan account requires a committed consumption level for each 12-month cycle over the commitment term for eligible Cloud Services. Standard catalog charges, with the agreed discount applied, will be billed each month for consumption of the Cloud Services, including any associated fee-based technical support services. The agreed discount will also apply to any use over the committed consumption level in any 12-month cycle. At the end of each 12-month cycle, Client will be invoiced an amount equal to any unused committed consumption. These discounts do not apply to NonIBM Products.

Enterprise Savings Plan accounts will automatically renew for the same commitment term at the same committed consumption level as the final 12-month cycle in the current order unless the order specifies otherwise. Accounts convert to a non-discounted pay-as-you-go account upon expiration or non-renewal of the commitment term, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered. An Enterprise Savings Plan account may not be cancelled prior to the end of the commitment term.

4.4 Billing

Client will be billed charges each month by billing Client's credit card or, where available, by invoice for payment due by electronic funds transfer, or by such other method as approved by IBM.

By providing credit card information, including relevant personal data, Client agrees IBM can use such information to process payment of charges. Payment of charges will be automatic on the due date.

Client is responsible to keep information current to avoid service disruption or account cancellation.

Unless limited by law, if credit card payment is declined, a late payment fee of \$20 (or equivalent in local currency) will be due for payment delay.

If Client believes a charge to be incorrect, Client must submit a support ticket within 30 calendar days from its due date. A credit will be provided upon validation of an incorrect charge. Client accepts billed charges for Cloud Services if not disputed within such period.

If Client requires specific funding authorization for IBM to invoice charges, such as a purchase order, Client is responsible to provide and keep such authorization timely and current with sufficient funding authorization to cover all orders submitted using Client's account credentials to avoid any service disruptions, late payment fees, or account cancellation.

5. Additional Terms

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

5.1 Service Periods and Reservations

For services provided on a monthly or committed service period basis, the service periods begin on: i) the first day of each calendar month; or ii) for accounts with an IBM established account billing date, it is that calendar date, or the last day of the month if that date does not exist.

If Client selects to use a specific Cloud Service on a reservation or reserved instance basis with a committed service period, IBM will not change the agreed price or reservation discount during the

commitment period. Upon expiration of the committed service period, the Cloud Service will revert to monthly billing at the catalog price in effect on the expiration of the service period.

5.2 Cancellation of Individual Services or Client Account

5.2.1 Cancelling and Downgrading Services

To downgrade or cancel a specific infrastructure Cloud Service that does not have a committed service period, Client must cancel at least 24 hours prior to the end of the service period (in time zone GMT-6). A cancelled Cloud Service can continue to be available until the end of the service period and no refund or credits are provided for any unused portion. Untimely notice will result in automatic renew for another service period. Client is responsible to monitor status of any request to cancel or downgrade a Cloud Service to ensure it was successful.

5.2.2 Cancelling Services with Committed Service Period

If Client selected to use a Cloud Service on a reserved basis and cancels the Cloud Service prior to the end of the committed service period, Client must submit a support ticket with an effective date of cancellation. The reserved service will continue to be available until the requested cancellation date, however charges for the remainder of the committed service period will be due.

5.2.3 Suspension and Cancellation by IBM

IBM Cloud documentation may include usage guidelines or limitations to preserve the performance, responsiveness, or integrity of the Cloud Services. Client agrees to comply with such guidelines and understands that use or applications that violate these guidelines may be suspended automatically or by IBM system administrators.

Cloud Services that are unmodified and left running in a non-billable account for 10 or more days may be suspended automatically. Any Cloud Service that Client has deployed but has not used for 30 or more days in a non-billable account may be deleted.

IBM may cancel Client's account with no further notice if: i) Client fails to provide valid credit card information or PO funding authorization within 10 business days of IBM sending notice to last known account administrator; or ii) no Cloud Services are ordered or remain active during any six-month period. Upon account cancellation by Client or by IBM, all Cloud Services and Client environments will be reclaimed, removing access and irrevocably deleting any associated Content.

5.3 Client Provided Software License Entitlements

Certain IBM Cloud Services require or allow Client to use IBM or third party software, or enable provisioning of such software to an IBM Cloud environment, on the condition that Client has separately acquired proper license entitlements. By configuring or provisioning such services, Client represents it has acquired and will maintain all required licenses entitlements from the applicable IBM or third party software licensor to use within the IBM Cloud. Client is responsible for any tracking regarding use of software and license entitlements and any required reporting to the software licensor.

For Microsoft products used on shared servers using Client's separately acquired license entitlements, Client must follow Microsoft's procedures and execute Microsoft's "Mobility Verification Form". For further details, see the Microsoft License Mobility Verification Guide.

5.4 Sample Code

If the Enabling Software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with the Enabling Software rights.

5.5 Beta Services

Cloud Services provided as a beta or experimental service will be identified as such in the IBM Cloud UI.

A beta or experimental service may not be at a level of performance or compatibility of generally available services, is not fully tested, and may not comply with the normal Cloud Service security practices. Such services are not designed for any type of Content that contains personal data or for use in a production environment. Client agrees not to provide or input Content that contains personal data in a beta or experimental service. Client is responsible to remove content Client wishes to retain prior to expiration or termination of the beta or experimental service.

6. Overriding Terms

The following prevails over anything to the contrary in the base agreement by which Client acquired the IBM Cloud.

6.1 Changes

6.1.1 Modifications to Cloud Services

IBM will provide at least 12 months' notice of any discontinuation of material functionality of a Cloud Service, or modification to an API in a way that is not backwards compatible unless IBM must act sooner to comply with applicable laws, legal obligations, or regulations, to address a security issue, or to avoid undue economic burden.

6.1.2 Withdrawal of Cloud Services

Unless IBM must act sooner to: i) comply with applicable laws, legal obligations, or regulations; ii) address a security issue; or iii) to avoid undue economic burden, IBM will provide at least 12 months' notice of withdrawal, or, for selected Cloud Services, withdrawal no earlier than the extended dates shown at https://cloud.ibm.com/docs/overview?topic=overview-services_availability.

6.1.3 Changes to Service Descriptions

IBM will provide Client at least 30 days' notice of any price increases or changes to this Service Description or any Additional SD, and at least 90 days' notice for changes to SLAs that are unfavorable to Client. Continued use of the Cloud Services after the notice period constitutes Client's acceptance of any changes.

6.1.4 Notices

IBM will provide above change notifications by posting in the Cloud UI at <https://cloud.ibm.com/status/announcement>. Client may subscribe in the Cloud UI to receive email notifications of these announcements. Client can also subscribe to receive notice of any update to the IBM base agreements, Service Description, and Additional Service Descriptions by clicking on the Subscription tab in IBM Terms at www.ibm.com/terms and selecting applicable documents.

IBM Technology



G-Cloud 15

IBM – Z

Service Definition Document

Email: ukcat@uk.ibm.com

Service Description

IBM Cloud

IBM Cloud allows Client to deploy selected Cloud Services and Content, including Client applications and data, within IBM's public cloud environment.

1. Cloud Services

Cloud Services are self-managed by Client. Client has ability to select data centers and availability zones for the deployment, configuration, and management of features for the selected Cloud Services (including security, backup, failover, restore, and monitoring).

1.1 Core Services

The IBM Cloud includes a number of core services that enable Client to: i) view, select and provision services; ii) view and manage Client's IBM Cloud account, including authorize users, set permissions, and manage account and billing; iii) request support; and iv) view available support documentation (Core Services). Details regarding the Core Services, including specific data processing and protection provisions, are at <http://www.ibm.com/terms/?id=i126-9524>.

The IBM Cloud user interfaces (UI) consist of on-line portals, APIs, command line interfaces, or, where available, assisted ordering (Client order placement via IBM sales support staff). Client may use any UI to select and deploy Cloud Services from the IBM Cloud catalog. Client is responsible to select and configure services to meet Client's technical, security, compliance, and other requirements. Client is responsible for maintaining and protecting all access keys generated for each Cloud Service. The UIs, support documentation, and other information may be presented only in English, and the English version governs any conflict with a translation.

1.2 Additional Service Descriptions

Additional Service Descriptions (Additional SD) are available from the IBM Cloud catalog for each Cloud Service. Each Additional SD describes the Cloud Service, including options and terms, if any, specific data processing and protection provisions, or identification of Enabling Software. Client can view the Additional SD by clicking on the offering's "Terms" link in the IBM Cloud catalog for that offering. Any conflicting terms in the Additional SD that override terms in this IBM Cloud Service Description, or the base agreement will be identified in the Additional SD and accepted by Client by provisioning the Cloud Service.

1.3 Client Solutions

Client may use the Cloud Services as a platform to make Client's applications or services commercially available to Client's customers (e.g. to host applications). Such applications may not: i) directly resell Cloud Services to end users; or ii) sell access to IBM Cloud account ids, without entering into a separate agreement with IBM.

1.4 Network Access

Cloud Services may connect to the IBM Cloud private network, the public network and IBM's internal administrative network. Also, virtual and bare metal servers are assigned to a Client-dedicated private VLAN. Client may be able to disable public network access to services as described in IBM Cloud documentation. The private network enables a VPN connection for administrative access, intraapplication communications, communications from different points of delivery/data centers, and for access to shared infrastructure services. The administrative VPN enables Client to administer and manage ordered services, and to upload, download, and manage content.

Client has no ownership or transfer rights to any IP address assigned to Client and may not use IP addresses or VLANs not assigned to Client or approved by IBM. The IP Address Policy at

https://cloud.ibm.com/docs/overview?topic=overview-ip_address_policy governs use and provisioning of IP addresses, including IP addresses Client provides. If a physical or virtual server instance is suspended, depending on the violation, public network or private network access may be disabled until resolution of the violation. Temporary access using the private network VLAN to remedy a violation may be available. Upon cancellation of Cloud Services using any IBM-provided IP addresses, Client must relinquish use of such addresses, including directing the DNS for Client's domain names away from the cancelled Cloud Services.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum (DPA) is found at <http://ibm.com/dpa>. The DPA and the applicable Data Processing and Protection Data Sheets (referred to as Data Sheets or DPA Exhibits) apply to IBM's processing of personal data on behalf of the Client.

For each Cloud Service, the applicable Data Sheet is available from the Additional SD or directly from the "Terms" link in the IBM Cloud catalog if no Additional SD is provided.

In addition to other technical and organizational measures specified in applicable Data Sheets, IBM will perform penetration testing of Cloud Services at least annually. Such testing may be carried out by qualified IBM testers, including IBM X-Force™, or by qualified third-party providers.

2.1 EU Supported Cloud

If Client enables EU Support for its IBM Cloud account and deploys an EU Supported Cloud Service in an EU Support-eligible region, the following additional data access controls apply. Any required IBM access to systems and service will be privileged access restricted to authorized EU-based personnel only, or if non-EU-based personnel require temporary access, such access will be provided only if approved and monitored by authorized EU-based personnel in accordance with IBM's internal privileged user monitoring and auditing program.

3. Service Level Agreements and Technical Support

3.1 Service Level Agreements

Service level agreements (SLAs) for Cloud Services are described in the Service Level Agreement document at <https://www.ibm.com/support/customer/csol/terms/?id=i126-9268>.

3.2 Technical Support

IBM provides basic level support at no additional charge for the Cloud Services or Client can select available fee-based technical support offerings with a specified minimum commitment. Any selected fee-based technical support offerings will be associated with and charged based on the level of use of the eligible Cloud Service, including any overage charges. Further details on support offerings can be found at <https://cloud.ibm.com/docs/get-support?topic=get-support-support-plans>.

Client may submit a support ticket describing an issue in accordance with the applicable support policy procedures. The support policies are available in the IBM Cloud documentation and provide details of available support options, as well as information on access, support business hours, severity classification, and support resources and limitations. IBM uses commercially reasonable efforts to respond to support requests; however, there is no specified response time objective for basic level support.

Unless otherwise agreed in writing, support is available only to Client (and its authorized users) and not to any end users of Client's solutions. Client is solely responsible for providing all customer support and services to its end users.

An online support forum is available at no charge on the IBM Cloud Developer Center or on Stack Overflow. IBM's development and support staff monitors both forums.

Support for Non-IBM Products is provided by the third party vendor and may require a separate support contract.

4. Charges

Cloud Services will be charged as a pay-as-you-go basis account (PayGo account) unless Client has an active Subscription or ESP account as described below. Charges and pricing metrics (the units measured to determine service charges) for Cloud Services will be identified in the IBM Cloud catalog or may be defined in an Additional SD. Client will be billed in arrears each month for actual consumption of selected Cloud Services and charged as described for each account type below. Client is responsible for paying for all Cloud Services ordered through any Cloud UI. Charges for Cloud Services are established in U.S. dollars. Non-U.S. dollar charges are calculated by converting the U.S. dollar charge to the local currency charge using the market exchange rates published by leading financial institutions. Market exchange rates will be adjusted monthly, except as prohibited or controlled by applicable law.

4.1 Pay As You Go Accounts

Pay As You Go accounts require no spending commitment. Standard catalog charges will be billed each month for consumption of the Cloud Services. Client must provide IBM with valid credit card details or a current purchase order with sufficient approved funding.

4.2 Subscriptions

A subscription requires a committed usage level over a selected subscription period for eligible Cloud Services. Subscription periods are divided into 12-month cycles (or if less than 12 months remain in a period, the remaining number of months are a cycle). Standard catalog charges for consumption of the Cloud Services, including any associated fee-based technical support services, are deducted each month from the committed subscription usage level in a current cycle. Once a cycle's committed usage level has been consumed, additional usage in a cycle will be billed as overage. Committed

usage not used before the end of the cycle is forfeited. Subscriptions may not be cancelled prior to the end of the subscription period and will automatically renew for the same term unless the order specifies otherwise. Accounts convert to non-discounted pay-as-you-go account upon expiration or non-renewal of a subscription, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered.

4.3 IBM Cloud Enterprise Savings Plan (formerly "Pay as you Go with Committed Use")

An Enterprise Savings Plan account requires a committed consumption level for each 12-month cycle over the commitment term for eligible Cloud Services. Standard catalog charges, with the agreed discount applied, will be billed each month for consumption of the Cloud Services, including any associated fee-based technical support services. The agreed discount will also apply to any use over the committed consumption level in any 12-month cycle. At the end of each 12-month cycle, Client will be invoiced an amount equal to any unused committed consumption. These discounts do not apply to NonIBM Products.

Enterprise Savings Plan accounts will automatically renew for the same commitment term at the same committed consumption level as the final 12-month cycle in the current order unless the order specifies otherwise. Accounts convert to a non-discounted pay-as-you-go account upon expiration or non-renewal of the commitment term, and any consumption will be billed on a monthly basis. Any fee-based technical support will need to be reordered. An Enterprise Savings Plan account may not be cancelled prior to the end of the commitment term.

4.4 Billing

Client will be billed charges each month by billing Client's credit card or, where available, by invoice for payment due by electronic funds transfer, or by such other method as approved by IBM.

By providing credit card information, including relevant personal data, Client agrees IBM can use such information to process payment of charges. Payment of charges will be automatic on the due date.

Client is responsible to keep information current to avoid service disruption or account cancellation.

Unless limited by law, if credit card payment is declined, a late payment fee of \$20 (or equivalent in local currency) will be due for payment delay.

If Client believes a charge to be incorrect, Client must submit a support ticket within 30 calendar days from its due date. A credit will be provided upon validation of an incorrect charge. Client accepts billed charges for Cloud Services if not disputed within such period.

If Client requires specific funding authorization for IBM to invoice charges, such as a purchase order, Client is responsible to provide and keep such authorization timely and current with sufficient funding authorization to cover all orders submitted using Client's account credentials to avoid any service disruptions, late payment fees, or account cancellation.

5. Additional Terms

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

5.1 Service Periods and Reservations

For services provided on a monthly or committed service period basis, the service periods begin on: i) the first day of each calendar month; or ii) for accounts with an IBM established account billing date, it is that calendar date, or the last day of the month if that date does not exist.

If Client selects to use a specific Cloud Service on a reservation or reserved instance basis with a committed service period, IBM will not change the agreed price or reservation discount during the

commitment period. Upon expiration of the committed service period, the Cloud Service will revert to monthly billing at the catalog price in effect on the expiration of the service period.

5.2 Cancellation of Individual Services or Client Account

5.2.1 Cancelling and Downgrading Services

To downgrade or cancel a specific infrastructure Cloud Service that does not have a committed service period, Client must cancel at least 24 hours prior to the end of the service period (in time zone GMT-6). A cancelled Cloud Service can continue to be available until the end of the service period and no refund or credits are provided for any unused portion. Untimely notice will result in automatic renew for another service period. Client is responsible to monitor status of any request to cancel or downgrade a Cloud Service to ensure it was successful.

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If Client selected to use a Cloud Service on a reserved basis and cancels the Cloud Service prior to the end of the committed service period, Client must submit a support ticket with an effective date of cancellation. The reserved service will continue to be available until the requested cancellation date, however charges for the remainder of the committed service period will be due.

5.2.3 Suspension and Cancellation by IBM

IBM Cloud documentation may include usage guidelines or limitations to preserve the performance, responsiveness, or integrity of the Cloud Services. Client agrees to comply with such guidelines and understands that use or applications that violate these guidelines may be suspended automatically or by IBM system administrators.

Cloud Services that are unmodified and left running in a non-billable account for 10 or more days may be suspended automatically. Any Cloud Service that Client has deployed but has not used for 30 or more days in a non-billable account may be deleted.

IBM may cancel Client's account with no further notice if: i) Client fails to provide valid credit card information or PO funding authorization within 10 business days of IBM sending notice to last known account administrator; or ii) no Cloud Services are ordered or remain active during any six-month period. Upon account cancellation by Client or by IBM, all Cloud Services and Client environments will be reclaimed, removing access and irrevocably deleting any associated Content.

5.3 Client Provided Software License Entitlements

Certain IBM Cloud Services require or allow Client to use IBM or third party software, or enable provisioning of such software to an IBM Cloud environment, on the condition that Client has separately acquired proper license entitlements. By configuring or provisioning such services, Client represents it has acquired and will maintain all required licenses entitlements from the applicable IBM or third party software licensor to use within the IBM Cloud. Client is responsible for any tracking regarding use of software and license entitlements and any required reporting to the software licensor.

For Microsoft products used on shared servers using Client's separately acquired license entitlements, Client must follow Microsoft's procedures and execute Microsoft's "Mobility Verification Form". For further details, see the Microsoft License Mobility Verification Guide.

5.4 Sample Code

If the Enabling Software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with the Enabling Software rights.

5.5 Beta Services

Cloud Services provided as a beta or experimental service will be identified as such in the IBM Cloud UI.

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6. Overriding Terms

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6.1 Changes

6.1.1 Modifications to Cloud Services

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6.1.2 Withdrawal of Cloud Services

Unless IBM must act sooner to: i) comply with applicable laws, legal obligations, or regulations; ii) address a security issue; or iii) to avoid undue economic burden, IBM will provide at least 12 months' notice of withdrawal, or, for selected Cloud Services, withdrawal no earlier than the extended dates shown at https://cloud.ibm.com/docs/overview?topic=overview-services_availability.

6.1.3 Changes to Service Descriptions

IBM will provide Client at least 30 days' notice of any price increases or changes to this Service Description or any Additional SD, and at least 90 days' notice for changes to SLAs that are unfavorable to Client. Continued use of the Cloud Services after the notice period constitutes Client's acceptance of any changes.

6.1.4 Notices

IBM will provide above change notifications by posting in the Cloud UI at <https://cloud.ibm.com/status/announcement>. Client may subscribe in the Cloud UI to receive email notifications of these announcements. Client can also subscribe to receive notice of any update to the IBM base agreements, Service Description, and Additional Service Descriptions by clicking on the Subscription tab in IBM Terms at www.ibm.com/terms and selecting applicable documents.