IBM Watson Retrieve and Rank

Except as noted below the terms of the IBM Bluemix Service Description or Terms of Use, as applicable, apply. The following is the Service Description for the Cloud Service:

1. Cloud Service Description
   The IBM Watson Retrieve and Rank Cloud Service contains two different sets of APIs: Retrieve (Search) APIs and Rank APIs. This Cloud Service helps users find the most relevant information for their query by using a combination of search and machine learning algorithms to find "signals" in the content. Built on top of Apache Solr, developers load their content into the Cloud Service, train a machine learning model based on known relevant results, then leverage this model to provide improved search results to their end users.

   The Cloud Service can be used for development of applications that may only be used internally within Client’s enterprise.

2. Content, Data, Feedback and Suggestions
   2.1 Rights Granted by Client
       As it pertains to the Rank APIs, in order to improve or enhance the Cloud Service, or to develop new services, IBM may use the queries and the resulting scores generated from the Retrieve (Search) portion of the Cloud Service.

       By using the Cloud Service, Client agrees, and agrees to notify its end users who use Client’s application, that IBM may access, use, copy, distribute internally, and extract, compile, synthesize, analyze and otherwise make derivative works of Client’s and Client’s end user’s queries and the resulting scores to improve or enhance the Cloud Service, or to develop new services. Client and Client’s end users will not be identified in any such enhancements or new services.

       Client agrees the content and any suggestions or feedback provided will not include confidential information of Client or any other person or entity. IBM may use for any purpose without restriction any feedback and suggestions that Client or its end users provides. Client represents and warrants it will obtain all required authorizations prior to providing the content, data, suggestions and feedback to the Cloud Service.

   2.2 Opt Out
       Client may at any time request IBM to discontinue use of Client’s content or data by revising the header in any Rank REST API call with the following additional header when submitting Client’s data:

       "X-WDC-PL-OPT-OUT: 1"

       As an example, if Client’s original request was:

       curl -u <username>:<passwd> -H "Accept: application/json" -d <payload_data> <service_url>

       Client must revise as follows:


       If Client revises the header in Client’s REST API call, IBM will then discontinue future use of Client’s content and data associated with that submission.

3. Model Improvements
   The underlying learning models in the Cloud Service may be periodically modified by IBM, based on learning, in order to improve its performance. Existing models that Client has trained in a Cloud Service deployment will not be immediately impacted. Client will be provided with not less than five months’ notice prior to the expiration of a model, and will receive access to the updated model for purposes of training the Rank model. Expired models will be updated to the current model, if not already done so by the Client, without interruption to the Cloud Service. Any new Rank model trained will incorporate the latest model available.
4. **Entitlement and Billing Information**

4.1 **Charge Metrics**

The Cloud Service is offered in accordance with the following charge metric(s):

a. **Instance-Hour** – An Instance is access to a specific configuration of the Cloud Service. Client will be charged for each full or partial hour for each Instance of the Cloud Service that is deployed during the billing period.

b. **Instance** – An Instance is access to a specific configuration of the Cloud Service. Client will be charged for each Instance of the Cloud Service that is deployed during the billing period.

c. **API Call** – An API Call is the invocation of the Cloud Service via a programmable interface. Client will be charged for each API Call during the billing period.

d. **Event** – An Event is an occurrence of a specific event that is processed by or related to the use of the Cloud Service, as described in the Cloud Service description. Client will be charged for the number of Events, during the billing period.

For this Cloud Service, an Event is when a data set is passed to a Rank API when it is created in order to produce a machine-learning model.

4.2 **Partial Monthly Charges**

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

5. **Safe Harbor Framework**

The Cloud Service does not comply with the US-EU and US-Swiss Safe Harbor Frameworks.