

Service Description

IBM Connections Cloud

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

1. Cloud Service

1.1 IBM Connections Cloud

IBM offers these services in pre-packaged plans, stand alone services or as add ons.

1.1.1 Bundled IBM Cloud Service Offerings

Connections Cloud S1	Connections Social Cloud, Connections Meetings Cloud, Verse, SmartCloud Notes, Traveler for SmartCloud Notes, Connections Docs Cloud, Mobile apps, Guest Access
Connections Cloud S2	Connections Social Cloud, Connections Meetings Cloud, Mobile apps, Guest Access

1.1.2 Stand Alone IBM Cloud Service Offerings

- Connections Social Cloud
- Connections Files Cloud
- Connections Meetings Cloud
- Connections Chat Cloud
- Verse
- SmartCloud Notes
- SmartCloud Notes Entry
- Web Mail Cloud
- Connections Cloud Advanced Support
- Connections Cloud Premier Support

1.1.3 IBM Connections Cloud S1

- All features of Connections Cloud S2
- All the features of Connections Docs Cloud
- All the features of IBM Verse
- All the features of SmartCloud Notes
- All the features of SmartCloud Notes Traveler Services

1.1.4 IBM Connections Cloud S2

- All features of Connections Social Cloud
- All the features of Connections Meetings Cloud (enterprise deployment)

1.1.5 IBM Connections Social Cloud

- Social Dashboard – A single view of Client's social business network with access to applications and meetings, and a view of events and content for access to in progress work items, support forums, profile and storage information.
- People – Manage Client's profile and contacts across Client's business network inside and outside of Client's organization.

- File storage and sharing – The ability to upload and store files in a centralized library, where files may be access controlled to be private or shared with individual users or groups, as readers or authors. File information such as updates, version history, comments, download history, tagging and file check-in/check-out is provided. Plug-ins to support desktop to cloud file transfer are available for download. Includes 1 TB of storage.
- Communities, Blogs, and Wikis – The ability to work together with people with shared files, activities, and bookmarks, create and share new communities with customized permissions, search for content across communities, send community emails, create and manage community surveys, create wikis, blogs and ideation blogs, and discussion forums.
- Activities – A team space for tasks such as tracking to-dos, information and actions around a topic or meeting.
- Instant Messaging – Real time communication with individuals and groups, see availability for Client's contacts, create custom groups, and contact information.
- Mobile apps for IBM Connections and IBM Sametime
- Guest Access – The ability to invite guests who can collaborate and work on content shared with them with a subset of the service's social collaboration and meeting capabilities

1.1.6 IBM Connections Files Cloud

The ability to upload, store and share files in a centralized library, where files may be access controlled to be private or shared with individuals or groups, as readers or authors. Client can manage its profiles and contacts across Client's business network inside and outside of its organization and invite guests to view or work on content shared with them. Plug-ins are available to let Client transfer files between desktop and cloud, and mobile apps let Client access files from mobile devices. Selected Files are synchronized across each user's desktop and mobile devices. Includes 1 TB of storage.

1.1.7 IBM Connections Meetings Cloud

Online web meeting via an always ready, on-demand reservation-less meeting room with application and desktop sharing, support of multiple presenters, polling, chat. This service can be purchased to host meetings up to 14 attendees, up to 199 attendees, or up to 999 attendees. It's also available for purchase as Enterprise Deployment where internal attendees have a subscription to the service. All meetings allow attendees from outside Client's company without restriction.

1.1.8 IBM Connections Chat Cloud

Instant messaging with contact list, presence, and point-to-point audio video calls, accessible through the browser, Notes embedded client, stand-alone client, or the mobile app.

1.1.9 IBM Verse

- Web-based mail, calendar and contact information in the cloud, including tracking of actions that need attention, analytics based identification of important people and content, in depth search, in line preview of attachments and Connections Files, team analytics services, support for mail threads, and entitlement to IBM Notes client (includes software download).
- 50 gigabytes of mail box storage allocated for each Cloud Service user
- Spam and anti-virus protection
- Integrated instant messaging
- Ability to upload, store and share personal files
- 30 gigabytes Personal File storage
- Post and view status updates
- Create profile and work with profiles in Client's organization and network
- Mobile applications for Verse
- Access to email via either IBM Verse or SmartCloud Notes web experience
- Includes one entitlement for IBM Domino Enterprise Client Access per Verse user. This allows users IBM Notes client access to IBM Verse and IBM SmartCloud Notes and IBM Domino applications on-premises.

- Client is permitted to use Domino Enterprise Server for the following purposes without charge:
 - Pass Through Server
 - Directory Synchronization
 - Room & Reservations
 - Mail Routing
 - Third Party applications used exclusively for mail purposes (for example, antivirus, antispam, data loss protection, advanced threat protection, archiving/compliance)
 - Mail in databases
 - Shared Mailboxes
 - Traveler
- Any other use of Domino Enterprise Server by Client will require entitlement purchased separately.
- Mailboxes are provided for use by individual Authorized Users and are not to be used for aggregation of mailboxes or other bulk mail purposes.

1.1.10 IBM SmartCloud Notes

- IBM Notes client (includes software download) and web-based mail, calendar and contact information in the cloud including type-ahead addressing, custom mail folders, mail and calendar delegation. Client's company account can be set up in a service only or hybrid configuration (hybrid configuration integrates with an on-premises Domino environment).
- Integrated instant messaging
- Spam and anti- virus protection
- 50 gigabytes of mailbox storage allocated for each Cloud Service user
- Includes one entitlement for IBM Domino Enterprise Client Access per SmartCloud Notes user. This allows users either browser or IBM Notes client access to IBM SmartCloud Notes and IBM Domino applications.
- Client is permitted to use Domino Enterprise Server for the following purposes without charge:
 - Pass Through Server
 - Directory Synchronization
 - Room & Reservations
 - Mail Routing
 - Third Party applications used exclusively for mail purposes (for example, antivirus, antispam, data loss protection, advanced threat protection, archiving/compliance)
 - Mail in databases
 - Shared Mailboxes
 - Traveler
- Any other use of Domino Enterprise Server by Client will require entitlement purchased separately.
- Mailboxes are provided for use by individual Authorized Users and are not to be used for aggregation of mailboxes or other bulk mail purposes.

1.1.11 IBM SmartCloud Notes Entry

- Web only browser-based access to email, calendar, and contact information in the cloud including type-ahead addressing, custom mail folders, mail and calendar delegation.
- 1 GB mailbox (standard, service-provided mail template only)
- Spam and anti-virus protection
- IBM SmartCloud Notes Entry does not include offline access, IMAP-based access, use of IBM Notes client, or the ability to contract optional services for migration of existing mail into the service. It does not permit subscribers to use Blackberry services with their account.
- Includes one fixed term license for IBM Domino Enterprise Client Access per SmartCloud Notes Entry user. This allows users browser access to IBM SmartCloud Notes and IBM Domino applications on-premises.

- Client is permitted to use Domino Enterprise Server for the following purposes without charge:
 - Pass Through Server
 - Directory Synchronization
 - Room & Reservations
 - Mail Routing
 - Third Party applications used exclusively for mail purposes (for example, antivirus, antispam, data loss protection, advanced threat protection, archiving/compliance)
 - Mail in databases
 - Shared Mailboxes
 - Traveler
- Any other use of Domino Enterprise Server by Client will require entitlement purchased separately.
- Mailboxes are provided for use by individual Authorized Users and are not to be used for aggregation of mailboxes or other bulk mail purposes.

1.1.12 IBM Web Mail Cloud

- Web based mail, calendar, and contacts with Inbox that contains message view, system-created and user-created folders, ability to drag and drop messages into folders. Support for personal and company calendars and contact lists.
- 25 gigabytes of mailbox storage allocated for each user

1.1.13 IBM Connections Cloud Advanced Support

A premium level of support including priority handling and more rapid response to reported issues.

1.1.14 IBM Connections Cloud Premier Support

All of the features of Advanced Support plus a local language speaking Premier Support Manager, proactive support and customized deliverables.

1.1.15 IBM Cloud Migration Service for Notes

A one time set-up in which remotely delivered services provide support for migrating Notes email, calendar, and contacts.

1.1.16 Mobile

Native mobile applications are available in the respective app stores for IBM Connections, IBM Sametime, IBM Meetings, and IBM Traveler for SmartCloud Notes.

1.2 Optional Features

	Cloud S1	Cloud S2	Social	Files	Meetings	Verse	Notes	Notes Entry
Connections Docs	✓	•	•	•	N/A	•	N/A	N/A
Connections Meetings Audio	•	•	N/A	N/A	•	N/A	N/A	N/A
Traveler for SmartCloud Notes	✓	N/A	N/A	N/A	N/A	✓	•	•
Connections Compliance Entry for Mail	•	N/A	N/A	N/A	N/A	•	•	•
Connections Compliance for Mail	•	N/A	N/A	N/A	N/A	•	•	•
Additional Collaboration Storage	•	•	•	•	N/A	•	N/A	N/A

- ✓ Included
- Available
- N/A Not Available

1.2.1 IBM Connections Docs Cloud

Word processing, spreadsheet and presentation editors, with real-time co-editing support, and contextual commenting and discussions, with file version management from IBM Connections Social Cloud.

1.2.2 IBM Connections Meetings Audio Cloud

Audio conferencing in web meetings for VoIP, toll and toll-free dialing, where all users can dial in from a computer or phone and hear and speak, and record and playback the meeting. A listing of zones and associated countries are available here: https://www-10.lotus.com/ldd/bhwiki.nsf/dx/Calling_Zone_Details_for_Connections_Cloud_Meetings. Client can subscribe to this wiki to receive notice of any updates.

1.2.3 IBM SmartCloud Notes Traveler Services

Delivery of mail, calendar and contacts to supported mobile devices. Support for two-way, push, manual, or scheduled syncing for email, electronic calendars, and electronic contacts for the supported devices.

1.2.4 IBM Connections Compliance for Mail

Email archive and eDiscovery features that enables Clients to classify, index, search and retrieve all or portions of mail content using a web interface with retention policies, legal holds, audit trail and unlimited storage.

1.2.5 IBM Connections Compliance Entry for Mail

Email archive and eDiscovery features that enables Clients to classify, index, search and retrieve all or portions of mail content using a web interface with retention policies, legal holds, audit trail with 3GB storage per user, aggregated across the Client's organization.

1.2.6 Additional Collaboration Storage

Additional collaboration storage.

1.2.7 Step Up

Cloud Services designated as Step Up are only available for existing IBM on-premises licensees with Subscription and Support for the associated IBM program that is active during the subscription of the Step Up Cloud Service and equivalent to the number of Cloud Service subscriptions.

1.3 Dual Entitlement Offerings

1.3.1 IBM Mail Dual Entitlement

- Subscription to IBM Verse
- Entitlement to use IBM Domino Messaging Client Access License, IBM Domino Messaging Server

1.3.2 IBM Mail Dual Entitlement plus Applications

- Subscription to IBM Verse
- Entitlement to use IBM Domino Enterprise Client Access License, IBM Domino Enterprise Server

1.3.3 IBM Mail Dual Entitlement plus Applications and S1

- Subscription to Connections Cloud S1
- Entitlement to use IBM Domino Enterprise Client Access License, IBM Domino Enterprise Server

1.3.4 IBM Dual Entitlement for Mail and Social Collaboration

- Subscription to Connections Cloud S1
- Entitlement to use IBM Domino Enterprise Client Access License, IBM Domino Enterprise Server, IBM Connections, IBM Sametime Complete

2. Security Description

IBM's data security policies are published on <http://www-03.ibm.com/software/sla/sladb.nsf/sla/dsp> and apply to this Cloud Service except as noted below. Any change to IBM's data security policies will not degrade the security of the Cloud Service.

This Cloud Service is included in IBM's Privacy Shield certification and applies when Client chooses to have the Cloud Service hosted in a data center located in the United States, and is subject to IBM's Privacy Shield Privacy Policy, available at http://www.ibm.com/privacy/details/us/en/privacy_shield.html.

2.1 Personal Information and Regulated Content

This Cloud Service is not designed to any specific security requirements for regulated content, such as personal information or sensitive personal information. Client is responsible to determine if this Cloud Service meets Client's needs with regard to the type of content Client uses in connection with the Cloud Service.

2.2 Content Filtering

IBM SmartCloud Notes and IBM Web Mail Cloud employ tools to monitor the Cloud Services, investigate spam and virus attacks, and apply proprietary as well as industry standard technology measures in order to block or filter Content that appear to be unsolicited, bulk and/or malicious in nature. IBM reserves the right (but shall have no obligation) to block communications from other entities on the Internet, pre-screen, review, flag, filter, modify, refuse or remove any or all Content. These tools will be employed for Client's domain only when: 1) Client requests IBM to activate the tools for such domain, and 2) 50% of the users associated with that domain are active in the Cloud Service.

2.3 Data Retrieval and Removal

Following expiration or termination of the Cloud Service, client data is destroyed within 90 days in accordance with standard data removal procedures. During the term of the Cloud Service, IBM provides API access via the Social Business toolkit (<https://www.ibmcloud.com/social>). SmartCloud Notes data is available through client side replication. Web Mail Cloud data is available through standard mail and calendar protocols. User preference data and other meta-data such as, but not limited to email signatures, mail forwarding rules, mail filters, calendar display options, etc. is not accessible via API. If this data is required, IBM will provide this data in the agreed upon format on a time and materials basis following the termination of the subscription. IBM must receive written notification of the need for data prior to but no later than the end of the subscription period. If customers do not request return of data, IBM shall erase and render it unrecoverable in accordance with industry best practice.

2.4 Disaster Recovery

IBM has a disaster recovery facility that is geographically remote from its primary data center, along with required hardware, software, and Internet connectivity, in the event IBM production facilities at the primary data center were to be rendered unavailable.

In the event that a catastrophic condition arises, catastrophic being defined as "Force Majeure" meaning acts of God, terrorism, labor action, fire, flood, earthquake, riot, war, governmental acts, orders or restrictions, viruses, denial of service attacks and other malicious conduct, utility and network connectivity failures, or any other cause of Cloud Service unavailability that was outside IBM's reasonable control, IBM will restore Client's access to Cloud Service services as follows. IBM shall provide the hardware, software and network infrastructure that will enable Client to resume access to the Cloud Service with a Recovery Time Objective (RTO) within 12 hours of disaster declaration. The environment will be restored using the most recent Content backup, with a Recovery Point Objective (RPO) of no more than 8 hours of Content loss of the restored Content data set.

3. Technical Support

Technical support is provided during the subscription period. This remote technical support for administrators is intended to supplement the Client's support and administration staff by providing access to IBM support specialists for problems that the Client is unable to resolve. Access to IBM Connections Cloud Standard Support is included as a part of the Cloud Services as described above. Access to IBM Connections Cloud Advanced Support is available for an additional fee, more information can be found at <http://www.ibmcloud.com/social/supportoptions/>.

IBM Connections Cloud Standard Technical Support includes Severity 1 support and escalation support for other severity issues.

IBM Connections Cloud Advanced Support includes Severity 1 Support and escalation support for other severity issues with priority handling, more rapid response objectives, and additional support services.

Technical support details can be found at <http://www.ibmcloud.com/social/support/>.

Overview of Connections Cloud Technical Support response objectives:

	Standard Support	Advanced and Premier Support
Severity 1	Within two hours (7 days a week, 24 hours a day)	Within 30 Minutes 97x24)
Severity 2	Within two business hours	Within one hour
Severity 3	Within two business hours	Within two hours
Severity 4	Within two business hours	Within two hours

If Client obtained this Connections Cloud Services from a reseller, Client's support terms may vary – please contact Client's reseller for additional information.

4. Entitlement and Billing Information

4.1 Charge Metrics

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

- a. **Authorized User** – is a unit of measure by which the Cloud Service can be obtained. Client must obtain separate, dedicated entitlements for each unique Authorized User given access to the the Cloud Service in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the Cloud Service during the measurement period specified in Client's PoE or Transaction Document.
- b. **Minute** – is a unit of measure by which the Cloud Service can be obtained. Sufficient Minute entitlements must be obtained to cover the total number of whole or partial Minutes of the Cloud Service used during the measurement period specified in Client's PoE or Transaction Document.

4.2 Set-Up Charges

An initial one-time setup fee applies at the rate and billing term specified in the Transaction Document.

4.3 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

4.4 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document.

4.5 Pay Per Use Charges

Pay Per Use charges will be specified in a Transaction Document. Client will be invoiced according to the rate specified in the Transaction Document.

5. 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 45 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 45 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 45 day period.

6. Enabling Software

This Cloud Service includes enabling software, which may be used only in connection with Client's use of the Cloud Service and only for the Cloud Service term. Once Client's Cloud Service subscription is terminated, Client must cease use of the enabling software and remove any copies installed. To the extent that the enabling software contains sample code, Client has the additional right to make derivative works of the sample code and use them consistent with this grant. The enabling software is provided subject to the SLA, if any, as a component of the Cloud Service, and is subject to the applicable license agreement(s).

7. Communication

Communications are sent from the IBM Customer Services Group to Client:

a. Service Updates

These email notices to Client's customer administrators include visible changes to the Cloud Service, new features, or requests from IBM to ensure Client maintains full use of the services. They are sent typically 2 weeks in advance of the release weekend if no action is required. Additional advance notice will be given if action, such as a network change or user instructions, are required.

b. Maintenance Notifications

These emails provide confirmation to Client's customer administrators that the reserved / scheduled maintenance window will be used. They are sent typically 3 days in advance as a reminder of the upcoming maintenance window. Follow up notifications are sent at the end of maintenance to let Client's customer administrators know maintenance has concluded. Information about the next maintenance window is also visible at: <http://www.ibm.com/cloud-computing/social/us/en/maintenance/>. Subscribers do not receive the directed email notifications like those sent to Client's customer administrators / recipients. Instead, subscribers see a browser based maintenance announcement 3 days in advance of a maintenance window.

c. Incident Notifications

IBM Customer Services Group will promptly notify Client's customer administrators, via multiple communication channels (data center status web page, SMS text messages (subscription based), and regular and frequent email messages), on the status of service recovery. These notices are generally sent when IBM confirms the issue, during the incident to let Client's customer administrators know we are working on the issue, and at the conclusion of the incident signaling the "all clear". Notifications are sent to Client's customer administrators for incidents with service-wide impact. IBM may not send notifications for minor issues or issues impacting a single or few customers.

8. Additional Information

8.1 Service Cookies

Client acknowledges that the Cloud Service utilizes cookies that are placed on users' computers solely to facilitate persistent session authentication and service route selection for users. Client confirms that Client will obtain or has obtained consent to allow IBM to process the personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their personal information.

8.2 Dual Entitlement Offerings

Dual Entitlement offerings, also referred to as Hybrid Entitlement offerings, are subject to the terms specified in the Terms of Use – General Terms for Cloud Offerings as well as the following additional terms and restrictions:

- a. For Dual Entitlement offerings that include IBM Domino Enterprise Server, Client may deploy an unlimited number of IBM Domino Enterprise Servers to support delivery of Domino applications on-premise for Authorized Users of the Dual Entitlement Offerings for no additional charge. If Client previously acquired CEO licenses giving the right to use one or more of the Programs provided by the Dual Entitlement offering, then while subscribed to the Cloud Service acquired using Dual Entitlement offerings, the entitlement quantity designated on Client's PoE will count towards the requirement for Client to maintain a sufficient quantity of CEO licenses for all applicable CEO Users

within Client's Enterprise as stated in the first paragraph of Section 3.7 – CEO Product Categories of the IBM International Passport Advantage Agreement (Z125-5831-09).

- b. If Client has S&S in effect for previously acquired Program licenses and are the same Programs identified in the description of the Dual Entitlement services specified in Section 1, IBM agrees to provide Client, at no additional charge, continued S&S for an amount not to exceed an equivalent number of Program licenses as Cloud Service entitlements, subject to the terms of the applicable Agreement for those licenses, for the duration of Client's subscription to the Dual Entitlement offering.

If the quantity of entitlements for the Dual Entitlement offering is less than all of Client's Program licenses for each such Program, Client will be responsible for renewing S&S for the remaining Program licenses.

If Client chooses to continue using all or a portion of their previously acquired Program licenses for which S&S fees were not charged following the end of the subscription to the Dual Entitlement offering, Client can resume Client's S&S for the previously acquired Programs by ordering and paying for Software Subscription and Support Reinstatement.

Appendix A

The following terms are required by third party vendors IBM has relationships with in the delivery of this Cloud Service and as such IBM is required to communicate these terms to Client. For the purposes of this Appendix A, "Company" shall mean IBM. Acceptance of this IBM Cloud Service Description will include acceptance of the following vendor terms included in this Appendix.

1. **Oracle Terms applicable to Connections Docs and Connections Meetings**

The Cloud Services include Outside In filtering and document viewing technology (the "Outside In Technology") supplied by Oracle USA, Inc. ("Oracle"). The term "Outside In Technology" includes any technology licensed to Oracle by its suppliers. As used in this Service Description and the agreement to which it is subject, the term "IBM supplier" shall be deemed to include Oracle and its suppliers. In addition to the terms and conditions of this Service Description and the agreement to which it is subject, as a condition of using the Outside In Technology, Client specifically agrees as follows: (1) Oracle USA, Inc. is a third party beneficiary to this Service Description and the agreement to which it is subject, (2) Client may only transfer subscriptions to the Cloud Service by providing advance written notice to IBM and otherwise subject to the terms of the Service Description and the agreement to which it is subject, (3) Client may not publish the results of benchmark tests run on the Outside In Technology without prior written permission, (4) IBM may inform IBM suppliers of compliance verification results relating to such IBM suppliers' components, (5) To the extent allowed under applicable law, the Uniform Computer Information Transactions Act ("UCITA") does not apply.

2. **Prohibited Uses**

No High Risk Use: Client may not use the Cloud Service in any application or situation where the Cloud Service failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Examples of High Risk Use include, but are not limited to: aircraft or other modes of human mass transportation, nuclear or chemical facilities, life support systems, implantable medical equipment, motor vehicles, or weaponry systems. High Risk Use does not include utilization of Cloud Service for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage. These noncontrolling applications may communicate with the applications that perform the control, but must not be directly or indirectly responsible for the control function.