

# IBM Cloud Additional Service Description

## IBM Db2 Warehouse on Cloud Paygo

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

### 1. Cloud Service

IBM Db2 Warehouse on Cloud Paygo is a managed service that assists in the development of online analytical application processing. The service includes a database that stores user data in a structured format and can be accessed and modeled according to the user's requirements through the service's console. The service's console allows users to create tables, load data into the tables and query the data loaded by the user. Users can scale compute cores and storage capacity independently and manage database backups through the service's console. Core, memory and/or storage values are subject to maximum scalability limits described in the Cloud Service catalogue page or other documentation.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Db2 Warehouse on Cloud Flex One Paygo

The base Instance provides one database with 6 virtual processor cores (VPCs) and 40GB disk storage.

##### 1.1.2 IBM Db2 Warehouse on Cloud Flex Paygo

One database per service Instance on a dedicated cluster. The database server is allocated 16 Cores and 960GB disk storage.

##### 1.1.3 IBM Db2 Warehouse on Cloud Flex Performance Paygo

One database per service Instance on a dedicated cluster. The database server is allocated 48 Cores and 2.4TB disk storage.

##### 1.1.4 IBM Db2 Warehouse on Cloud Flex for AWS Paygo

One database per service Instance on a dedicated cluster. The database server is allocated 14 VPCs and 960GB storage. Snapshot backups are taken daily. The last seven snapshot backups are retained. See Section 6.1, "Terms applicable to Db2 Warehouse on Cloud Paygo Offerings for AWS", for more details.

##### 1.1.5 IBM Db2 Warehouse on Cloud Flex Performance for AWS Paygo

One database per service Instance on a dedicated cluster. The database server is allocated 48 VPCs and 2400GB storage. Snapshot backups are taken daily. The last seven snapshot backups are retained. See Section 6.1, "Terms applicable to Db2 Warehouse on Cloud Paygo Offerings for AWS", for more details.

#### 1.2 Optional Services

##### 1.2.1 IBM Db2 Warehouse on Cloud Flex One Paygo Additional Storage

One storage increment consisting of 10GB.

##### 1.2.2 IBM Db2 Warehouse on Cloud Flex One Paygo Additional Compute

One compute increment consisting of 1 VPC.

##### 1.2.3 IBM Db2 Warehouse on Cloud Flex Paygo Additional Storage

One storage increment consisting of 240GB.

##### 1.2.4 IBM Db2 Warehouse on Cloud Flex Paygo Additional Compute

One compute increment consisting of 16 Cores.

##### 1.2.5 IBM Db2 Warehouse on Cloud Flex Performance Paygo Additional Storage

One storage increment consisting of 2.4TB.

##### 1.2.6 IBM Db2 Warehouse on Cloud Flex Performance Paygo Additional Compute

One compute increment consisting of 24 Cores.

- 1.2.7 IBM Db2 Warehouse on Cloud Flex for AWS Paygo Additional Storage**  
One 960GB storage increment.
- 1.2.8 IBM Db2 Warehouse on Cloud Flex for AWS Paygo Additional Compute**  
One compute increment consisting of 14VPCs.
- 1.2.9 IBM Db2 Warehouse on Cloud Flex for AWS Paygo Additional Backups**  
Provides the ability to retain snapshot backups beyond the seven included in the base plan.
- 1.2.10 IBM Db2 Warehouse on Cloud Flex Performance for AWS Paygo Additional Storage**  
One 2400GB storage increment.
- 1.2.11 IBM Db2 Warehouse on Cloud Flex Performance for AWS Paygo Additional Compute**  
One compute increment consisting of 24VPCs.
- 1.2.12 IBM Db2 Warehouse on Cloud Flex Performance for AWS Paygo Additional Backups**  
Provides the ability to retain snapshot backups beyond the seven included in the base plan.
- 1.2.13 IBM Db2 Warehouse on Cloud Flex for AWS Paygo Data Transfer**  
Provides the ability to transfer data out from the AWS data center where the Db2 Warehouse on Cloud instance is located.
- 1.2.14 IBM Db2 Warehouse on Cloud Flex Performance for AWS Paygo Data Transfer**  
Provides the ability to transfer data out from the AWS data center where the Db2 Warehouse on Cloud instance is located.
- 1.2.15 IBM Data Replication for Continuous Availability for Cloud**  
Metered replication service required to enable data replication between a Db2 Warehouse on Cloud source and target.
- 1.2.16 IBM Db2 Warehouse on Cloud Data Replication Staging Zone**  
Staging zone required to enable data replication between Db2 Warehouse on Cloud instances.

## **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:

**Db2 Warehouse on Cloud Paygo on IBM Cloud:**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1FBCF390E4E511E7974C181B76870538>

**Db2 Warehouse on Cloud Paygo on AWS:**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=58EE4EA00CB711E6B4A6CF14C90731CD>

## **3. Service Levels and Technical Support**

### **3.1 Service Level Agreement**

Except as set forth in Section 6 below, 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 specific configuration of the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Gigabyte (GB) is 2 to the 30th power bytes of data processed by, analyzed, used, stored, or configured in the Cloud Services.
- Gigabyte-Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Gigabyte-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month.
- Terabyte (TB)-Hour is each hour a TB (2 to the 40th 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.

### 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

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Data Server Driver Package v11.5	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument</a>

### 5.2 Additional Security Terms

#### 5.2.1 User Management

When the Cloud Service is provisioned, a single administrative user is created for Client. The Db2 Warehouse on Cloud console provides administrative users the ability to create additional users. Client is wholly responsible for managing the users defined via the console and the level of access assigned to them.

#### 5.2.2 Direct access to the Cloud Services data store

Both administrative and regular users can directly access the Cloud Service data store using IBM Db2 client programs run outside the Cloud Service. Client is wholly responsible for ensuring that such access is secured according to Client's requirements. For example, Client may configure the clients such that SSL is used to protect network traffic.

#### 5.2.3 Table level access control

The Cloud Service allows Client to manage the access rights associated with some database objects, such as tables. Client is wholly responsible for assigning, managing and reviewing these access rights.

#### 5.2.4 Encryption

The Cloud Service databases are automatically encrypted. The encryption uses Advanced Encryption Standard (AES) in Cipher-Block Chaining (CBC) mode with a 256 bits key. Also, database backup

images are automatically compressed and encrypted. Backup images are encrypted using AES in CBC mode with 256 bit keys.

## **6. Overriding Terms**

### **6.1 Terms Applicable to Db2 Warehouse on Cloud Paygo Offerings for AWS**

If Client's Cloud Service entitlement is specified as "for AWS", the following terms apply and prevail over anything to the contrary in the Base Agreement (defined below) or the IBM Cloud Service Description, as indicated:

The Cloud Service application layer and Client's data and content are hosted on a third-party cloud services infrastructure and platform not managed by IBM. The Cloud Service infrastructure, certain aspects of the Cloud Service platform, and related services, including: data center, servers, storage and network; application and data backup; firewall and threat detection; and APIs for application deployment, monitoring and operation (collectively, the "Third Party Cloud Platform Services") are hosted and managed by the third-party provider. Accordingly, notwithstanding anything in this Service Description or the base services agreement under which this Cloud Service is provided (e.g., the IBM Cloud Services Agreement) (the "Base Agreement") or the IBM Cloud Service Description:

- a. If the provider of the Third Party Cloud Platform Services notifies IBM that it has withdrawn or terminated its services or IBM's or Client's access to such services, IBM may (i) provide Client access to a functionally-equivalent IBM-hosted Cloud Service offering; or (ii) terminate the Cloud Service immediately upon the effective date of such termination by the third party provider by providing notice of termination to Client.
- b. IBM makes no warranties or conditions, express or implied, and IBM will have no liability to Client, regarding the Third-Party Cloud Platform Services or to the Cloud Service to the extent dependent on the Third-Party Cloud Platform Services (provided that the foregoing disclaimer of liability does not apply to or limit compensation that may be payable under the Service Level Agreement section of this Service Description).
- c. The following terms of the IBM Cloud Service Description do not apply to this Cloud Service: "Network Access"(s.1.4); "EU Supported Cloud"(s.2.1); "Infrastructure Hardware Replacement and Upgrade SLAs"(s. 3.2.1).

### **6.2 Content and Data Protection for Healthcare Information**

The following prevails over anything to the contrary in the Data Processing and Protection Data Sheet terms between the parties:

Notwithstanding information in the Data Sheet for this Cloud Service regarding the Health Information Portability and Accountability Act of 1996 ("HIPAA") and the permitted use of Health Information and Health data as Types of Personal Data and/or Special Categories of Personal Data (collectively, "Health Data") with this Cloud Service, use of Health Data with this Cloud Service is subject to the following limitations and conditions:

- a. Only the following Db2 Warehouse on Cloud offerings are eligible to be provisioned to implement the controls required under HIPAA Privacy and Security Rule for use with Health Data:
  - IBM Db2 Warehouse on Cloud Flex
  - IBM Db2 Warehouse on Cloud Flex Performance
- b. The above listed offerings are only provisioned to implement the HIPAA Privacy and Security Rule controls for use with Health Data if Client notifies IBM in advance that Client will use Health Data with the Cloud Service and IBM confirms in writing that the Cloud Service will be provisioned for Health Data usage. Accordingly, the Cloud Service may not be used for the transmission, storage or other usage of any Health Data protected under HIPAA unless (i) Client provides IBM such notification; (ii) IBM and Client have entered into an applicable Business Associate Agreement; and (iii) IBM provides Client with express written confirmation that the Cloud Service can be used with Health Data.

In no event shall the Cloud Service be used for processing Health Data as a health care clearinghouse within the meaning of HIPAA.