



IBM Cloud Additional Service Description

IBM Watson IoT Platform

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

1. Cloud Service Description

- a. **IBM Watson IoT Platform** is a fully-managed, multi-tenant, cloud-hosted service.

Capabilities include:

- Connection of a wide spectrum of IoT devices
- IoT device registration and management
- Ability for devices and applications to produce and consume events in near-real-time
- Dashboard/console for each service
- Integration at the application level
- Use of the industry standard MQTT and HTTP protocols for device connectivity
- Robust Security features extending to:
 - TLS mutual authentication for device authentication using X.509 device side certificates
 - Application authentication
 - Access control groups for Devices, Gateways and User roles
 - Compliance with ISO27001 international information security standard

The Cloud Service also enables analytics on the data from connected devices. It uses a simple rules-based composition model and an extensible framework to help organizations access IoT data, combine it with master asset data, analyze events and data in context, and automate responses to help improve operations and service levels.

- b. **IBM Watson IoT Platform – Advanced Security** has all the features and capabilities of the IBM Watson IoT Platform while also offering additional security capabilities. This option provides dashboard visualization of IoT risks and exposures. It enables definition of policy for management of potential IoT risks and security events including malicious external attacks and compromised IoT Devices.

2. Content and Data Protection

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 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=1390565219653>

3. Service Level Agreement

In addition to the IBM Cloud Service Description, the downtime terms specific to the Cloud Service are:

- The Cloud Service offers protocols that support long lived connections. Note that losing a connection is not considered downtime. Connections are not held open indefinitely; Client's device or application must have appropriate reconnect logic. Downtime begins if a valid connection attempt fails to complete within 5 minutes.

This table replaces the Service Level Agreement table provided in the IBM Cloud Service Description:

High Availability Multiple Public Region or Multiple Dedicated/Local Environments Availability Service Level	High Available Single Public or Single Dedicated/Local Environment Availability Service Level	Credit
N/A	< 99.95%	10%
N/A	< 99.0%	25%

4. Entitlement and Billing Information

4.1 Charge Metrics

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

Megabyte Transmitted — A Megabyte is 2 to the 20th power bytes. Client will be charged for each full or partial Megabyte of data transmitted to and from the Cloud Service. For this Cloud Service, this includes data traffic flowing into and out of the service – via devices, gateways, applications and UI – for MQTT pub/sub and HTTP API calls.

Megabyte-Month — A Megabyte is 2 to the 20th power bytes. Client will be charged for the maximum number of full or partial Megabytes analyzed, used, or configured in the Cloud Service during each month during the billing period. For this Cloud Service, this includes each full or partial Megabyte of data analyzed in the analytics function and each full or partial Megabyte analyzed on an edge device.

4.2 Partial Monthly Charges

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

5. Encrypted Communication

The Cloud Service supports encryption of communication between devices/applications and the Cloud Service. To support a wide range of low-powered devices in the market, which may not perform (or do not routinely perform) encryption, the Cloud Service also offers support for unencrypted communication between devices/applications and the Cloud Service. IBM recommends wherever possible the use of encrypted communication. Client agrees to hold IBM harmless from its damages and against any third party claim arising out of or relating to Client choosing to use unencrypted or insecure communication between devices/applications and the Cloud Service.

6. Usage

The Cloud Service is not intended for 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 program failure could give rise to a material threat of death or serious personal injury.