

Service Description

IBM Compose Enterprise

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

The Cloud Service provides the Compose Data Platform as an IBM managed service hosted on Softlayer or AWS. An Instance consists of a dedicated 3-node cluster on which the Client can provision and operate any combination of the supported data services up to the capacity of the Instance including, but not limited to, the following:

- MongoDB
- Elasticsearch
- Redis
- PostgreSQL
- RethinkDB
- etcd
- RabbitMQ

Clients may also integrate the Cloud Service with 3rd party services, including, but not limited to, the following:

- New Relic –The Cloud Service utilizes MeetMe Inc's agent to integrate with New Relic's plugin API to allow in depth analytics and monitoring. This feature is available for MongoDB, Redis, PostgreSQL and Elastic Search. The Client is responsible for registering with New Relic directly.
- Syslog-NG: This feature forwards logs to an external log provider via Syslog-NG.

The 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 Clients needs with regard to the type of content Client uses in connection with the Cloud Service.

The Cloud Service is offered in the following configurations.

1.1 IBM Compose Enterprise Starter for Softlayer

A 3 node cluster with each node as follows. Virtual private server with Intel Xeon(R) CPU E5-2683 v3 @ 2.00GHz, 8 Virtual CPUs, 16GB RAM, 25GB SAN for OS and 200GB SAN for Data, 1Gbps Public and Private Network Uplinks.

1.2 IBM Compose Enterprise Transactional for Softlayer

A 3 node cluster with each node as follows. Bare metal server with Intel Xeon E5-2690 8 Cores, 2.90 GHz, 16 vCPUs, 64GB RAM, 2x 960GB SSD in RAID1, Bonded 2x1Gbps Public and Private Network Uplinks.

1.3 IBM Compose Enterprise Large Transactional for Softlayer

A 3 node cluster with each node as follows. Bare metal server with Dual Intel Xeon E5-2690 v3, 12 Cores, 2.60 GHz, 256GB RAM, 2x 1TB SATA in RAID1 for OS, 4 TB RAID 10 SSD, Bonded 2x10Gbps Public and Private Network Uplinks.

1.4 IBM Compose Enterprise Starter for AWS

A 3 node cluster with each node as follows. Virtual private server m4.xlarge, Intel Xeon E5-2676 v3 4 vCPUs, 16GB RAM, 120GB GP SSD EBS.

1.5 IBM Compose Enterprise Transactional for AWS

A 3 node cluster with each node as follows. Virtual r3.2xlarge with Intel Xeon E5-2670 v2 (Ivy Bridge) Processors 8 vCPUs, 61GB RAM, 915GB GP SSD EBS.

1.6 IBM Compose Enterprise Large Transactional for AWS

A 3 node cluster with each node as follows. Virtual private server with r3.8xlarge Intel Xeon E5-2670 v2 (Ivy Bridge) Processors, 32 vCPUs, 244GB RAM, 3.66TB GP SSD.

1.7 Cloud Service Capacity

The capacity of an Instance depends on the type and number of service Deployments, where a Deployment is defined as an individual instance of a supported data service deployed to an Instance of the Cloud Service. Each data service has a set ratio between allocated RAM, Disk and IOPs and the HA replication architecture is service dependent. MongoDB, Elasticsearch, PostgreSQL and RethinkDB have a ratio of .1GB RAM per 1GB of disk; Redis has a ratio of 256MB RAM per 256MB of disk; etcd and RabbitMQ have a ratio of 256MB RAM per 1GB of disk.

New service Deployments can be instantiated until 80% of the Instance RAM has been allocated to existing Deployments. At that point existing Deployments can continue to grow as long as RAM is available.

An interactive sizing tool is available to calculate capacity based on the number and type of databases deployed.

2. Security Description

This Cloud Service follows IBM's data security and privacy principles for IBM SaaS which are available at <https://www.ibm.com/cloud/resourcecenter/content/80> and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

3. 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.

3.1 Availability Credits

Client must log a support ticket with the IBM technical support help desk within 24 hours of first becoming aware of an event that has impacted the Cloud Service availability. 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 three 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 30 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

3.2 Service Levels

Availability of the Cloud Service during a contracted month

Availability during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
<99.98%	10%
<99%	20%
<95%	30%

* 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.

Example: 500 minutes total Downtime during contracted month

$\begin{array}{r} 43,200 \text{ total minutes in a 30 day contracted month} \\ - 500 \text{ minutes Downtime} \\ \hline = 42,700 \text{ minutes} \end{array}$	$= 20\% \text{ Availability credit for } 98.8\% \text{ availability during the contracted month}$
$\frac{42,700 \text{ minutes}}{43,200 \text{ total minutes}}$	

4. Technical Support

Technical support for the Cloud Service is provided via email and an online problem reporting system.

IBM will make available the IBM Software as a Service Support Handbook which provides technical support contact information and other information and processes. The enhanced level of Compose technical support is offered with the Cloud Service and is not available as a separate offering.

All users of this service have entitlement to the enhanced support level as defined in the Compose section of IBM Software as a Service Support Handbook.

5. Entitlement and Billing Information

5.1 Charge Metrics

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

- Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made available to access and use during the measurement period specified in Client's PoE or Transaction Document.

5.2 Partial Month Charges

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

6. 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.

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.

7. Additional Terms

7.1 Access to Public Pay As You Go Services

Client will have access to the Compose.io Pay As You Go (PayGo) services from the Cloud Service. These PayGo services are not included in the Cloud Service and are governed by the Compose, Inc Terms of Service available at <https://help.compose.io/docs/terms-of-service/>. Any usage of PayGo services will be billed directly by Compose, Inc, an IBM Company.

7.2 Cookies

Client is aware and agrees that IBM may, as part of the normal operation and support of the Cloud Service, collect personal information from Client (your employees and contractors) related to the use of the Cloud Service, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our Cloud Service for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process the collected 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 collected personal information.