



# IBM Cloud Additional Service Description

## IBM API Connect for IBM Cloud

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

### 1. Cloud Service Description

IBM API Connect on IBM Cloud enables enterprises to accelerate their digital transformation powered by APIs and micro-services.

### 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=4CA6AA20BAEB11E5843895D6F7A6FCC6>

### 3. Service Level Agreement

Availability is defined as the ability to invoke Client managed APIs. The SLA and availability credits set out in Section 2.1 below apply provided that target service endpoint(s) used by the Client managed APIs have been implemented, and are available and responding according to their specifications. To the extent Client leverages any other services or runtimes within IBM Cloud related to its APIs, those respective SLAs shall apply (i.e. there shall be no duplication of SLA credits).

#### 3.1 Availability Credits

High Availability Multiple Public Region or Multiple Dedicated/Local Environments Availability Service Level	Single Dedicated/Local Environment Availability Service Level	Credit
< 99.95%	< 99.5%	10%
< 99.90%	< 99.0%	25%

#### 3.2 SLA Exclusion

Any failure of Client owned components when API calls are routed through Client owned components, such as an API Gateway, that are paired with the IBM API Connect Dedicated offering do not count toward Downtime and are not eligible for SLA credit.

### 4. Entitlement and Billing Information

#### 4.1 Charge Metrics

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

**Engagement** – a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the Cloud Service. Sufficient entitlements must be obtained to cover each Engagement.

The Engagement metric only applies to the services in section 5.

**Hundred Thousand API Calls** – An API Call is the invocation of the Cloud Service via a programmable interface. Client will be charged for the number of API Calls, rounded up to the next Hundred Thousand, during the billing period.

**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.

## **5. On Demand Consulting Services (ODC)**

Remotely delivered services include Q&A and implementation assistance pertaining to platform, architecture, design, and solution implementation related to IBM API Connect on IBM Cloud. Assigned customer contacts acquire remote access via online portal with 24/7 access to knowledge library articles, solution accelerators and assets. Client developers/contacts have unlimited access to submit requests in a question-and-answer dialogue with an ODC client enablement leader and subject matter experts. Field sellers make available two offering levels of ODC: Professional (2 customer contacts) and Enterprise (5 customer contacts) Renewals must also be purchased through field sellers. The ODC services are available for 90 days from date of purchase and expire regardless of whether all hours have been used. Client may acquire a new entitlement for an additional 90 days by placing an order with their IBM sales representative.

## **6. Additional Terms**

### **6.1 Enabling Software**

IBM API Connect Enterprise for IBM Cloud Dedicated and IBM API Connect Enterprise for IBM Cloud Local includes enabling software that Client may download to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. The enabling software provided to Client is: IBM DataPower Gateway Virtual Edition.