IBM IoT Connected Vehicle Insights

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM IoT Connected Vehicle Insights Dedicated Node Base

The IBM IoT Connected Vehicle Insights Dedicated Node Base offering provides automotive domain specialized application development enablers for data acquisition, storage, real-time processing, and business rules support. The Cloud Service provides APIs to fetch vehicle location, movement, vehicle health, and analytic insights. APIs can also be used to retrieve and manage large volumes of automotive data, including map context and driver behavior data.

The Cloud Service supports common industry message protocols including MQTT, HTTPS, and UDP, so Clients can integrate existing vehicle data streams into the service for a range of streaming and big data analytics. Selected data is stored where it can be queried and extracted.

Each Instance entitlement to the Cloud Service provides support for 10,000 devices. With 200GB device data transferred in and 2TB of data stored.

For illustration purposes only, 200GB data transfer in, and 2TB storage is equivalent to each one of 10,000 vehicles driven for 2 hours and 20 minutes a day for 25 days a month, with 45% vehicles active concurrently. Each transmitting a message of size 0.6KB every 6 seconds resulting in the equivalent of 20MB data transmitted in to the Cloud Service per month. The processed and analyzed data and results would be stored for 90 days for production and 45 days for non-production instances. Actual results may vary depending on other factors.

1.2 Optional Services

1.2.1 IBM IoT Connected Vehicle Insights Dedicated Node Data Increment

This Cloud Service allows Client to expand the number of items supported and amount of data processed beyond what is included in the base subscription. Each Instance entitlement to this offering provides support for 1TB data stored. With an additional 100GB device data transferred in for 10,000 devices.

For illustration purposes only, a Dedicated Nodes Data Increment would provide the equivalent of an additional 10MB data transferred in to the cloud service per month for each of 10,000 devices in 1 Base Node. To increase capacity for 20,000 devices, 2 Base Nodes, from an equivalent 20MB per device transferred in to the service per month to 40MB, would require 2 Data increments for each Base node; 4 Data increments total. Actual results may vary depending on other factors.

1.2.2 IBM IoT Connected Vehicle Insights Dedicated Node Base Non-Production

This Cloud Service comes with all the features, functions, and capacity of the IBM IoT Connected Vehicle Insights Dedicated Nodes offering but may only be used for non-production purposes. Each Instance entitlement to the Cloud Service provides support for 10,000 devices with 200GB device data transferred in and 1TB of data stored.

1.2.3 IBM IoT Connected Vehicle Insights Dedicated Node Data Increment Non-Production

This Cloud Service allows Client to expand the number of items supported and amount of data processed beyond what is included in the non-production base subscription. Each Instance entitlement to this offering provides support for 500GB data stored with an additional 100GB device date transferred in for 10,000 devices.

1.2.4 IBM IoT Connected Vehicle Insights Development Edition

This offering comes with the same features and functionality as the IBM IoT Connected Vehicle Insights Dedicated Nodes Cloud Service, except each Instance entitlement only allows Clients to use a maximum

of 100 items and 1TB of storage space. Additionally, this offering may be used for non-production purposes only. The data center/location for provisioning of the IBM IoT Connected Vehicle Insights Development Edition offering will be at the discretion of IBM.

1.2.5 IBM IoT Connected Vehicle Insights Development Edition Zenrin Map extension

This Cloud Service allows Client to expand the Map Material Open Street Maps (OSM) already included in IBM IoT Connected Vehicle Insights and gain analytic results and/or insights based on the commercial map material supplied by Zenrin Co., Ltd.

For clarity, Client may not directly access the commercial map material supplied by Zenrin Co., Ltd.

This supplementary addition can only be used in conjunction with IoT Connected Vehicle Insights Development Edition.

1.2.6 IBM IoT Connected Vehicle Insights Zenrin Map extension

This Cloud Service allows Client to expand the Map Material Open Street Maps (OSM) already included in IBM IoT Connected Vehicle Insights and gain analytic results and/or insights based on the commercial map material supplied by Zenrin Co., Ltd.

For clarity, Client may not directly access the commercial map material supplied by Zenrin Co., Ltd.

This supplementary addition can only be used in conjunction with IBM IoT Connected Vehicle Insights Dedicated Node Base Non-Production Base or IBM IoT Connected Vehicle Insights Dedicated Node.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at http://ibm.com/dpa (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at http://ibm.com/dpa/dpl apply.

IBM IoT Connected Vehicle Insights

https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=329E3F105D4F11E6865BC3F213DB63F7

IBM IoT Connected Vehicle Insights Development Edition

https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=19BDD890E38011E69CCD7F0385C6524D

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability – Highly Available Public or Multiple Dedicated/Local Environments	Availability – Other Environments	Credit (% of monthly subscription fee*)
Less than 99.95%	99.5%	10%
Less than 99.9%	99.0%	25%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at https://www.ibm.com/support/home/pages/support-guide/.

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.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For this Cloud Service, an Item is a vehicle with a unique identification number.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in the Cloud Services.
- Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in the Cloud Service.

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 Non-Production Limitations

If the Cloud Service is identified as being available only for use for non-production purposes, the Cloud Service can be used by Client only for internal non-production activities, including testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally-used additions or extensions to the Cloud Service using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purpose without acquiring the appropriate production entitlements.

Non-Production instances do not include high availability, or the same frequency of backup as provided with the production instance.

5.2 Additional Terms of Zenrin Map Extensions

If Client is subscribed to either of the Zenrin Map Extension Cloud Services, IBM and its affiliates will disclose Client's name to IBM's supplier, Zenrin Co., Ltd., for the purpose of account management. No Content and no other business contact information or Account Data will be disclosed.

5.3 Backup

Backups are performed daily for Production Instances and will be stored locally and Offsite. Backups for Non-Production Instances are performed weekly and will be stored locally. Client is responsible for configuring the Cloud Service security to prohibit individual users from deleting data. Once the data is deleted, Client acknowledges and agrees IBM is not obligated to recover the deleted data and, if available, may charge for such effort.

5.4 Disaster Recovery

If Client has purchased at least one Non-production environment, in the event of a major system disruption caused by a natural disaster (e.g., fire, earthquake, flood, etc.), disaster recovery will be accomplished by using commercially reasonable efforts to restore Client's production data to one of Client's non-production environments with a recovery objective of 72 hours. This is not a warranty and no service level agreement is available.