

## Service Description

### IBM Application Integration Suite on Cloud

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 IBM Application Integration Suite on Cloud (AISoC) is a cloud based suite of multi-tenant services. The offering provides a solution combining the capabilities of:

- IBM Integration Bus on Cloud – integration runtime containers
- IBM App Connect Professional on Cloud – business user tooling and connector environment
- IBM API Connect Professional on Bluemix – API management service

#### 1.1 IBM Application Integration Suite on Cloud Level 1, Level 2, Level 3

The Cloud Service is offered with a choice of 3 pre-configured environments providing Client with the following capabilities:

Capabilities	Level 1	Level 2	Level 3
Integration runtime containers	1 virtual processor core, 8 GB memory	2 virtual processor cores, 16 GB memory	3 virtual processor cores, 24 GB memory
Connector environment and Business User Tooling	Unlimited endpoints, unlimited users, with a total of 20,000 actions or 100 hours	Unlimited endpoints, unlimited users, with a total of 50,000 actions or 250 hours	Unlimited endpoints, unlimited users, with a total of 100,000 actions or 500 hours
Managed API calls per month	350,000	700,000	1,050,000
Functionality	Complete	Complete	Complete
Support	Included	Included	Included

Hosted on IBM Cloud, the Suite provides the same rich functionality in each Level, to:

- Securely connect cloud and on-premise applications for seamless hybrid integration.
- Create integrations by using rich connectors and integration templates.
- Create micro-services and expose them as APIs.

#### 1.2 IBM Application Integration Suite on Cloud – per Virtual Processor Core

This provides the same capabilities as Level 1 above entitled under the Virtual Processor Core charge metric.

#### 1.3 IBM Application Integration Suite Hybrid Entitlement

Entitlement to the Application Integration Suite Hybrid offering allows Client to use the Cloud Service offering via the cloud or install the software on-premise (ie "IBM Program"). The IBM Program included in this entitlement is IBM Application Integration Suite.

Client is able to use the IBM Program and access technical support and IBM Program upgrades as long as Client continues to subscribe to the Cloud Service.

#### 1.4 Suite Components Features and Capabilities

##### 1.4.1 Integration Runtime Containers (powered by IBM Integration Bus on Cloud)

The IBM Integration Bus on Cloud service is a multi-tenant cloud based service that allows users to deploy integration solutions that have been developed using IBM Integration Toolkit into a container.

The offering provides a solution allowing:

- Deployment of integration solutions
- Monitoring of deployed integration solutions

A container allows the Client to package an application with all of its dependencies into a standardized unit for software development. A container contains all the necessary components, including runtime, system tools and libraries, to enable a Client to deploy their integration solution. Containers come in various sizes, for instance 4GB, which describes the amount of memory that a container has access to in the IBM Softlayer Data Center.

Sample integration solutions are provided to enable Clients to get started with the Cloud Service. These samples are for example purposes only and should not be used in production.

#### **1.4.2 Connector Environment & Business User Tooling (powered by IBM App Connect Professional)**

IBM App Connect Professional on Cloud is a multi-tenant, cloud-based service that provides tools and resources to integrate cloud and on-premise applications. It includes tooling for business users to build simple integration flows that connect applications.

Each level of Application Integration Suite on Cloud includes a defined number of Actions per month for use of the connector environment and business user tooling.

An Action is an invocation of the Flow on behalf of Client, either as directly invoked by Client or run automatically in response to a trigger event. Each time a Flow is executed, it is one Action. Only Flows in execution are counted as Action, if the Flows are just deployed without being executed, then Actions are not counted. For example, if a Flow is from Point A to Point B, each time this Flow is called it is counted as 1 Action. Item overage charges will be assessed for each Action that exceeds Client's entitled usage based on the offering to which Client has subscribed.

#### **1.4.3 API Management Service (powered by IBM API Connect Professional on Bluemix)**

IBM API Connect on Bluemix enables enterprises to accelerate their digital transformation powered by APIs and micro-services. It enables the automated creation of APIs, simple discovery of systems of records, self-service access for internal and third party developers and built-in security and governance. An API Call is the invocation of the API management service via a programmable interface.

IBM Bluemix, IBM's open standards cloud platform for building, running, and managing apps and services, is a technical pre-requisite for the Cloud Service. New users can register for access via the online registration form: <https://console.ng.bluemix.net/registration>.

## **2. Security Description**

This Cloud Service follows IBM's data security and privacy principles for IBM SaaS which are available at <http://www-03.ibm.com/software/sla/sladb.nsf/sla/dsp> and any additional terms provided in this section. Any change to IBM's data security and privacy principles will not degrade the security of the Cloud Service.

Client is responsible for providing secure connection to the IBM provided Cloud Service access point. Information about securely connecting on-premise and cloud end points with the Cloud Service can be found in product documentation. Clients are advised to review and follow recommended steps when setting up secure connectivity.

This Cloud Service may be used to process content that contains personal data if Client, as the data controller, determines that the technical and organizational security measures are appropriate to the risks presented by the processing and the nature of the data to be protected. Client recognizes that this Cloud Service does not offer features for the protection of sensitive personal data or data subject to additional regulatory requirements. Client acknowledges that IBM has no knowledge of the types of data that have been included in the content, and cannot make an assessment as to the suitability of the Cloud Services or the security protections which are in place.

## **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 Severity 1 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 5 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

For bundled Cloud Services (individual Cloud Service offerings packaged and sold together as a single offering for a single combined price), the compensation will be calculated based on the single combined monthly price for the bundled Cloud Service, and not the monthly subscription fee for each individual Cloud Service. Client may only submit claims relating to one individual Cloud Service in a bundle at a given time.

### 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)
< 99.5%	2%
< 99.0%	5%

\* 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 the contracted month, divided by the total number of minutes in the contracted month.

Example: 500 minutes total Downtime during contracted month

<p>43,200 total minutes in a 30 day contracted month          - 500 minutes Downtime          = 42,700 minutes</p> <hr style="width: 50%; margin-left: 0;"/> <p style="text-align: center;">43,200 total minutes</p>	<p>= 5% Availability credit for 98.8% availability during the contracted month</p>
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### 4. Exclusions

Availability of IBM App Connect Professional Actions, whether directly invoked by Client or run automatically in response to a trigger event, as developed in the App Connect Designer by Client, are not eligible for SLA availability credit.

### 5. Technical Support

Technical support for the Cloud Service is provided via email, online forums, and an online problem reporting system. In addition, Clients receive ticketed, technical support with the response time objectives defined below. Technical support is offered as part of the Cloud Service and is not available as a separate add-on offering.

IBM will make available the IBM Software as a Service Support Handbook which provides technical support contact information and other information and processes.

Severity	Severity Definition	Response Time Objectives During Support Hours
1	<b>Critical business impact/service down:</b> Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 2 business hours
2	<b>Significant business impact:</b> A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.	Within 2 business hours, Monday to Fridays business hours
3	<b>Minor business impact:</b> Indicates the service or functionality is usable and it is not presenting a critical impact on operations.	Within 4 business hours, Monday to Fridays business hours
4	<b>Minimal business impact:</b> An inquiry or non-technical request.	Within 1 business day, Monday to Fridays business hours

## 6. Entitlement and Billing Information

### 6.1 Charge Metrics

The Cloud Service is sold under the following charge metric(s) as specified in the Transaction Document:

- a. **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 Proof of Entitlement (PoE) or Transaction Document.
- b. **Item** – is a unit of measure by which Cloud Service overages are charged. An Item is an occurrence of a specific item that is processed by, managed by, or related to the use of the Cloud Service. For the business user tooling and connector environment of this Cloud Service, an Item is an Action.
- c. **Virtual Processor Core** – is a unit of measure by which the Cloud Service can be obtained. A Physical Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate Physical Server. A Virtual Server is either a virtual computer created by partitioning the resources available to a Physical Server or an unpartitioned Physical Server. A Processor Core (commonly called a processor or CPU) is a functional unit within a computing device that interprets and executes instructions. A Processor Core consists of at least an instruction control unit, and one or more arithmetic or logic unit. A Virtual Processor Core is a Processor Core in an unpartitioned Physical Server, or a virtual core assigned to a Virtual Server. Sufficient entitlements must be obtained for each Virtual Processor Core made available to the Cloud Service during the measurement period specified in Client's Proof of Entitlement or Transaction Document.

### 6.2 Partial Month Charges

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

### 6.3 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document for the Cloud Service.

If the usage in a particular month exceeds the entitled usage for Actions included with the IBM App Connect Professional component of AISoC, the Client will be charged an overage per 1,000 Items at a rate specified in the Transaction Document.

If Client exceeds the maximum number of managed API calls per month for the API Connect Professional on Bluemix as specified for the applicable entitled Level of the Cloud Service, Client will be charged an overage fee at the rate specified. Details of overage rate charges can also be requested from Client's IBM sales representative.

#### **6.4 Verification**

Client will i) maintain, and provide upon request, records, system tools output, and access to Client's premises, as reasonably necessary for IBM and its independent auditor to verify Client's compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM's then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

### **7. 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.

### **8. Enabling Software**

This Cloud Service includes enabling software, which may be used only in connection with Client's use of the Cloud Service and only for the Cloud Service term.

- a. IBM Integration Bus on Cloud Component Enabling Software
  - The Integration Toolkit can be accessed by downloading the Developer Edition of IBM Integration Bus.
- b. IBM App Connect Professional Component Enabling Software:
  - Secure Connector is an optional component that provides security around the transfer of data between the Cloud Service and an endpoint located behind a firewall.
  - Integration Studio is an optional component that enables a user to design and test integration projects offline and then publish them to the Cloud Service.

### **9. Additional Terms**

#### **9.1 General**

Client agrees IBM may publicly refer to Client as a subscriber to the Cloud Services in publicity or marketing communications.

#### **9.2 Links to Third Party Websites or Other Services**

The Cloud Service may contain links to or be used to access third party data services, databases, web services, software, or other third party content (all, "content"). Access to this content is provided "AS-IS", WITH NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF TITLE, NON-INFRINGEMENT OR NON-INTERFERENCE AND THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Access can be terminated by the relevant third parties at their sole discretion at any time. Client may be required to enter into separate agreements with the third parties for the access to or use of such content. IBM is not a party to any such separate agreements, but Client authorizes IBM to provide such access as part of the Cloud Service. As an express condition of this Agreement, Client agrees to comply with the terms of such separate agreements. Certain end point applications may be subject to usage limitations imposed by the application provider. This may result in a lower number of permitted calls to an application than the relevant Cloud Service monthly limit.