

IBM Order Management

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

1. Cloud Service

IBM Order Management is an omni-channel order management cloud service that enables internal and external sources of supply to achieve Client service levels and business rules. The Cloud Service consolidates orders across multiple channels to provide a single view of demand, inventory and supply across global networks through collaboration with Client's suppliers. The Cloud Service integrates with e-commerce, warehouse, supply chain, financial, tax, payment and other internal and external processes. IBM Order Management includes the following solution-based packages and services that map to Client needs for the order management process.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Order Management-Essentials Edition

IBM Order Management-Essentials Edition provides an introductory omni-channel order management IBM Cloud Service. It is designed to include foundational order management capabilities to augment existing e-commerce initiatives or to launch new omni-channel initiatives. This edition has a smaller, standardized set of core features that offer less complexity in project choices by using standardized configuration templates. This Cloud Service is available on a subscription and pay-per-use basis, and includes the following capabilities:

- **Order Routing**
Aggregates, manages and monitors orders in support of simple omni-channel operations. Sourcing rules control routing of orders across the extended enterprise. Provides an order routing engine to govern and monitor the order through its lifecycle as it is created, scheduled, fulfilled and invoiced.
- **Simple Inventory Availability**
Consolidates inventory information from multiple systems, generating a single view of supply and demand directly connected with order fulfillment. Provides support for inventory availability inquiries and reservations from selling channels.
- **Scheduling**
Provides configurable rules to control the processing of the order taking into consideration, supply constraints, product constraints and Client's business constraints.
- **Returns**
Provides simple return creation, return approval, return disposition and refund processing.
- **Order Search and Archival**
Provides a single order repository to lookup, track and monitor orders through its active and archived lifecycle.
- **Operational Reporting**
Provides reporting capabilities against the transactional Cloud Service data for day-to-day operations via IBM Cognos Analytics on Cloud. For the purpose of this Cloud Service, IBM Cognos Analytics on Cloud allows the Client to use only IBM Cognos analytics samples, Cognos supplementary languages, framework manager, report studio, dynamic query, data modules, and sample reports. IBM Cognos Analytics on Cloud may only be used to generate up to 140 operational reports per week, utilizing Cloud Service data within the limits of the Cloud Service, and not for any other purpose, or otherwise separate from the Cloud Service. Client is prohibited from using IBM Cognos Analytics on Cloud as a data extract utility to populate any other repository. Data available for reporting is limited to a seven day period within the active database. Client's access to, and use of, IBM Cognos Analytics on Cloud is subject to the latest Service Description document available for IBM Cognos Analytics on Cloud at <http://www.ibm.com/software/sla/sladb.nsf/sla/sd>. In

the event of a conflict, the terms in this Service Description supersede the IBM Cognos Analytics on Cloud Service Description document. The IBM Software as a Service Support Handbook terms for IBM Cognos Analytics on Cloud is applicable to this functionality.

The subscription fees for the Cloud Service offering include the following resources and services. For more detailed information, see the Additional Terms sections:

- One (1) Test Environment
- One (1) Production Environment

1.1.2 IBM Order Management-Standard Edition

IBM Order Management-Standard Edition is a more full-featured omni-channel order management IBM Cloud Service offering designed to enable intelligent matching of internal and external sources of supply and demand while adhering to business rules configurable by the organization. The offering consolidates orders across multiple channels to provide a single view of demand, inventory and supply across global networks via collaboration with suppliers. The offering provides the ability to integrate with e-commerce, warehouse, supply chain, financial, tax, payment, and other internal and external processes, through a variety of supported integration methods. This Cloud Service is available on a subscription and pay-per-use basis, and includes the following capabilities:

- **Order Orchestration**
Aggregates, manages and monitors orders from all channels allowing complex multi-level order orchestration with ability to detect and escalate problem situations. Intelligent sourcing engine coordinates fulfillment across multiple participants from the extended enterprise. Provides a single order repository to modify, cancel, track, and monitor the order lifecycle.
- **Multi-stage Inventory Visibility**
Consolidates inventory information from multiple systems, generating a single view of multiple demand and supply types. Matches demand and supply types across multiple stages of the supply chain, using business rules that understand inventory segmentation, inbound inventory, and monitoring inventory thresholds and velocity of inventory movement. Provides role-specific views of inventory.
- **Scheduling Optimization**
Provides configurable rules to control the processing of the order taking into consideration, advanced optimization rules, multi-level order relationships, supply and resource rules, product and relationship rules and Client's business rules and shipping preferences.
- **Reverse Logistics**
Links multiple return or repair requests to original sales orders, to enable repair lifecycle tracking. Tracks reverse inventory back to the appropriate location, based upon business rules.
- **Advanced Order Search and Archival**
Provides improved tools for order search, retention and monitoring through an order's active and archived lifecycle.
- **Operational Reporting**
Provides reporting capabilities against the transactional Cloud Service data for day to day operations via IBM Cognos Analytics on Cloud. For the purpose of this Cloud Service, IBM Cognos Analytics on Cloud allows the Client to use only IBM Cognos analytics samples, Cognos supplementary languages, framework manager, report studio, dynamic query, data modules, and sample reports. IBM Cognos Analytics on Cloud may only be used to generate up to 140 operational reports per week, utilizing Cloud Service data within the limits of the Cloud Service, and not for any other purpose, or otherwise separate from the Cloud Service. Client is prohibited from extracting data from IBM Cognos Analytics on Cloud for use with any other repository. Data available for reporting is limited to a seven day period within the active database. Client's access to, and use of, IBM Cognos Analytics on Cloud is subject to the latest Service Description document available for IBM Cognos Analytics on Cloud at <http://www.ibm.com/software/sla/sladb.nsf/sla/sd>. In the event of a conflict, the terms in this Service Description supersede the IBM Cognos Analytics on Cloud Service Description document. The IBM Software as a Service Support Handbook terms for IBM Cognos Analytics on Cloud is applicable to this functionality.

The subscription fees for the Cloud Service offering include the following resources and services. For more detailed information, see the Additional Terms sections:

- One (1) Integration Environment
- One (1) Test Environment
- One (1) Pre-Production Environment
- One (1) Production Environment
- One (1) day Recovery Point Objective and forty eight (48) hours Recovery Time Objective

1.2 Optional Services

The following describes the options for IBM Order Management:

1.2.1 IBM Order Management – AddOn – Store Engagement

Store Engagement is designed to increase the efficiency of store employees in all areas of the store including both back of the store functionality and front of the store functionality. Store Engagement includes the following capabilities:

- The ability to pick orders, pack orders, or ship orders being fulfilled at the store.
- View, execute on and manage pick, pack, and shipping tasks coming into the store for orders.
- Record, execute on and manage incoming receiving activities of shipments and orders at the store.
- View, execute on and manage pick, pack, ship, or receive transfer orders coming into and out of the store.
- Batch picking that allows for picking of multiple orders at once based on items vs. one order at a time.
- Store Dashboard to view the status of store customer order fulfillment.
- The ability to capture order from the store regardless of fulfillment method or fulfillment location based on inventory availability across fulfillment network.
- Quick order capturing and check out capabilities.
- Advanced Customer Service with order modification capabilities, including cancel order, cancel, line, change fulfillment method, add/remove items, adjust price, and add/modify order notes.
- Returns capability including capturing disposition, for all orders regardless of channel from which it was purchased. Ability to capture a blind return.
- Clienteling provides personalized recommendation and order history information to give a more detailed view of the customer. The ability to add notes on a customer, which are visible across channels.

Purchase of the Store Engagement AddOn is a pre-requisite for usage of any Client Devices within a store that leverages or invokes Order Management APIs and service.

1.2.2 IBM Order Management – AddOn – Call Center

Call Center is a web-based, cloud service call center solution that provides customer service representatives (CSRs) with a single point of access to commerce information. Call Center supports flexible customer interactions to help enable "order from anywhere, fulfill from anywhere" capabilities.

Call Center enables call center representatives to:

- Provide a seamless experience for customers as they interact with your brand through the call center, store or web.
- Offer a single view of customer transactions to enable more relevant cross-sell and up-sell discussions with customers.
- Quickly and efficiently handle complex order modification tasks.
- Permits scheduling deliveries and appointments in one call vs. separate calls.
- Eliminate orphaned orders with the ability to take over a customer's online cart.
- Quickly configure items and services based on customer requirements.

Purchase of the Call Center AddOn is a pre-requisite for access to Order Management APIs and services by any customer service representative for any of the above call center activities.

1.2.3 IBM Order Management – AddOn – Supply Collaboration

Automatically create purchase orders (POs) to send to suppliers for drop shipment or replenishment, manages PO lifecycle, and track exceptions including updating order status automatically from linked POs.

1.2.4 IBM Order Management – AddOn – Delivery and Service Appointments

Provides scheduling delivery, installation, and other add-on services at time of order transaction. It uses rules-based promising, provider selection, and crew allocation with integrated control of inventory, delivery and services execution.

1.2.5 IBM Order Management – AddOn – Configurator

Enable customers, sales representatives and channel partners to customize complex products and services based on multiple options and item-specific business rules.

1.2.6 IBM Order Management – AddOn – Pricing

Provides rules based pricing based on configured orders as a common cross-channel pricing service.

1.2.7 IBM Order Management – AddOn – Quoting

Enable creation and negotiation of proposals, automate approval process, and enforce price rules.

1.2.8 IBM Order Management – AddOn – Integration Environment

The Integration Environment is included in the IBM Order Management Standard Edition. It is not included in the IBM Order Management Essentials Edition subscription. It is available as an add-on for the Cloud Service, if additional Integration Environments are needed.

1.2.9 IBM Order Management – AddOn – Test Environment

The Test Environment is included in both the IBM Order Management Essentials Edition and the IBM Order Management Standard Edition. It is available as an add-on for the Cloud Service, if additional Test Environments are needed.

1.2.10 IBM Order Management – AddOn – Peak Hourly Burst Capability

To accommodate calendar months where the number of peak Order Lines per hour supported in the Cloud Service exceed the maximum peak Order Lines entitled, Client may increase the bursting capabilities from the standard that is specified in the Offering Standards section below. The bursting capability may be increased in increments of 1000 Order Lines per hour and will be charged on a pay per use basis. Client will be charged for this capability during the months in which they have requested the expanded processing capacity and only for as long as the capability remains available for Client's use. This service must be ordered at least 60 days in advance of the month(s) when the expected burst will occur.

1.2.11 IBM Order Management – AddOn – Time Zone Support

Enables support for non-severity 1 in an additional second or third time zone.

1.2.12 IBM Order Management – AddOn – Virtual Private Network

A VPN is only required by the Cloud Service if an integration connection is unencrypted, or not properly protected, through the Internet. Redundant circuits are required for high availability.

1.2.13 IBM Order Management – AddOn – Direct Connect SoftLayer 1 GB

Provides improved connectivity options enabling customers to create direct, private connections between their remote network environments and their IBM Cloud deployments.

1.2.14 IBM Order Management – Standard Edition – AddOn – Recovery Time Objective Improvement

Provides an improvement to recovery objectives for business continuation with four (4) hours Disaster Recovery Time Objective and two (2) hours Disaster Recovery Point Objective. The Recovery Time Improvement is only available for the Standard Edition.

1.3 Acceleration Services

Implementation Assurance Services

Implementation Assurance Services are consulting services in which IBM provides a review of the Client's Cloud Service implementation plans within the specified scope and subject-matter defined for the applicable offering described below (the "In-Scope Plans") to assess the appropriate use of out-of-the-box Cloud Service features and architectures/technologies for extension and customization. As part of the review process, IBM will communicate best practices regarding the architecture and design of the major customizations and extensions and regarding planning of solution implementation.

The Client will supply the necessary background and supporting information and documentation regarding the In-Scope Plans in a timely manner in order to complete the reviews, and the Client will make the appropriate personnel of Client or Client's designated third party service provider with responsibility for the In-Scope Plans available as necessary to provide first-hand knowledge. The Client, and optionally the Client's designated third party, will make themselves available, in a timely manner, to review the results of the reviews.

IBM makes no guarantee that the original number of hours purchased will be sufficient to review the Client's plan, and additional blocks of consulting time may need to be purchased for full review. In the event that the number of hours purchased is insufficient to review the entire project, preference will be given to breadth of coverage versus depth of coverage. Regardless of whether all hours have been used, this service will be considered complete upon execution of the jointly planned and assigned tasks and deliverables within the contracted number of hours in the Client's Transaction Document, and the executed review with the Client. In the event that the Client is unable to provide the necessary information to conduct the Implementation Assurance Service in a timely manner, the Implementation Assurance activities will cease and the service will be considered complete.

The Implementation Assurance Services are available only within the service term and are subject to the maximum hourly commitment and scope of subject matter specified for each applicable offering described below. Any remaining unused consulting hours at the end of the applicable service term expire and are forfeited.

1.3.1 IBM Order Management-AddOn-Implementation Assurance Services-Fundamental

This service provides a cumulative maximum of 80 consulting hours of reviews during the design and implementation of the Cloud Service over a service term of six (6) months. The reviews cover solution outline and definition documents and implementation project plan. The list of reviews may be modified if required, upon mutual agreement between the Client and IBM, based on anticipated project risks.

1.3.2 IBM Order Management-AddOn-Implementation Assurance Services-Standard

This service provides a cumulative maximum of 160 consulting hours of reviews during the design and implementation of the Cloud Service over a service term of six (6) months. The reviews cover solution outline and definition documents, implementation project plan, macro / sprint design plans, test plans, go-live readiness plan, Business User & DevOps readiness plan, and technical knowledge transfer plan. The list of reviews may be modified if required, upon mutual agreement between the Client and IBM, to other reviews based on anticipated project risks.

1.3.3 IBM Order Management-AddOn-Implementation Assurance Services-Comprehensive

This service provides a cumulative maximum of 240 consulting hours of reviews during the design and implementation of the Cloud Service over a service term of six (6) months. The reviews cover functional requirements, non-functional requirements, solution outline and definition documents, project plan, macro / sprint design plans, performance goals, test plans, build & deploy process, go-live readiness plan, Business User & DevOps readiness plan, and technical knowledge transfer plan. The list of reviews may be modified if required, upon mutual agreement between the Client and IBM, to other reviews based on anticipated project risks.

1.3.4 IBM Order Management-AddOn-Implementation Assurance Services-Extension

This service extends the Fundamental, Standard and Comprehensive Implementation Assurance Services by an additional eight hours within the original terms.

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 if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

Order Management:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=87F6D800DCED11E6BD99EA2F360A757F>

Store Engagement AddOn:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=70F70740F9F511E6A4D1A0107E2821F7>

Call Center AddOn:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4A4E98C0BA7E11E7A229E0F52AF6E722>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides 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	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* 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.
- Order Line is a line item on an order managed or processed by the Cloud Services.
- Connection is a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Services.
- Client Device is any device that requests or receives execution commands, procedures or applications from a server environment that accesses the Cloud Services.

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Engagement is a professional or training service related to the Cloud Services.

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 Enabling Software

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Order Management Developer Toolkit	https://www.ibm.com/software/sla/sladb.nsf/lilookup/CB519EBE7321A8238525820F003E896A?OpenDocument

5.2 Payment Card Industry (PCI) Account Data

The Cloud Service is not intended for storage, transmission or processing of PCI Account Data. To limit the risk of exposure, PCI Account Data should be re-directed, punched out using an iFrame, or other technology which passes the PCI Account Data from the Client's browser directly to the PCI compliant payment provider.

If necessary, the Cloud Service will permit PCI Account Data to traverse the network and be processed on server images within the DMZ and Application tier. The PCI Account Data may be processed in memory and forwarded to the Client's payment provider, but is not permitted to be transferred to the database, or written to any file system on any device with the Cloud Service.

IBM will comply, for the duration of the subscription, with the Payment Card Industry Data Security Standard (PCI DSS) for those controls that are managed by the Cloud Service. The applicable controls will be documented through a Self-Assessment Questionnaire for Merchants Version D (SAQ D), which contains an Attestation of Compliance (AOC), or through an appropriate reporting method as specified by the PCI DSS.

5.3 Cloud Service Updates

IBM may implement updates, upgrades, maintenance, and patches or other changes to the Application and/or the Cloud Service as determined by IBM. It is Client's responsibility to ensure that Extensions remain compatible with the Cloud Service and for any testing or development of the Extensions necessary to maintain such compatibility. For Application upgrades or other changes that IBM determines may have an effect on Client's Extensions, excepting security-related or similar patches IBM deems necessary to fix significant vulnerabilities and exposures to the Cloud Service, IBM will provide Client with a development toolkit to enable Client to instantiate a local sandbox environment prior to promoting such changes to the Cloud Service in order to permit Client to test its Extensions.

5.4 Extensions

Extensions permit the Client to configure the Cloud Service to meet Client's business requirements by creating software extensions to the Cloud Service Application. Extensions are Content (as defined in Client's base IBM agreement for Cloud Services) provided by Client in the use of the Cloud Service and are not part of the Cloud Service. Client is responsible for the development, management, maintenance and support of all Extensions. Client may contract separately with IBM or a third party contractor specifically authorized in writing by IBM to create Extensions.

- Client-created Extensions are subject to the following additional terms and conditions:
 - IBM will have the right to review and approve or reject the design documents, testing plans, test results and object code for Extensions for compliance with the terms of the Agreement.
 - IBM may require Client to perform performance tests specified by IBM. Client shall provide such design documents, testing plans and results, and object code to IBM for review a reasonable time in advance of the Cloud Service going live and shall co-operate with IBM in resolving issues identified by IBM.

- (3) Client agrees to have in place and maintain a program to prevent malware, including viruses, Trojan horses, denial-of-service and other disruptive and covert technologies from being included in the Extensions.
 - (4) IBM may monitor and scan Extensions for security vulnerabilities and/or malware. IBM may remove the Extensions from any Cloud Service environment or suspend the Cloud Service until the security vulnerability or malware issue is resolved.
 - (5) Extensions will not include or add any third party commercial or packaged software product that operates independently of the Cloud Service, and the addition of any such third party commercial or packaged software is prohibited.
 - (6) Client is responsible to train and maintain staff with an appropriate knowledge and skill level to work with the Cloud Service and Extensions during the term of the subscription at Client's expense. Should it be determined by IBM that the Client is not able to perform its required tasks with reasonable assistance, IBM, at its sole discretion, may require that Client engage in hands-on knowledge transfer activities with IBM professional services personnel. Such knowledge transfer activities shall be at additional charge and at the Client's expense.
- b. Client is responsible to deploy and perform all testing of Extensions in all Environments.
 - c. Any additional work to be performed by IBM in support of Extensions, such as creation of Extensions or activation of other integrated components, may be described in a separate statement of work between IBM and Client, and will be subject to separate fees invoiced in accordance with the terms and fees contained in such a statement of work.

5.5 Cloud Service Environments

The Cloud Service provides the functional infrastructure for running the software for which IBM provides the support and necessary network, hardware and system upgrades. As part of the subscription, IBM provides one or more of the following environments based on the Cloud Service edition. Additional environments, or standalone environments are available upon request and for an additional charge.

- Integration Environment
Provides a single, functionally equivalent instance of production and the supporting infrastructure used solely for the integration and functional testing of the new Cloud Service, including the Application and any Extensions. Integration Environment is anticipated to be deployed to several times per day in order to arrive at a build that is ready to be deployed to the Test Environment.
- Test Environment
Provides a single, functionally equivalent instance of production and the supporting infrastructure used typically for quality assurance, performance, and final testing of the new Cloud Service, including the Application and any Extensions. Test Environment typically only has stable code streams deployed in preparation for the final promotion to environments such as Pre-Production, Production and Disaster Recovery Environments, where applicable.
- Pre-Production Environment
Provides a limited production replica for deployment and Client's acceptance testing of the configurations of the final Application with any Extensions. This Environment is maintained to production operational and compliance standards at all times, but is not covered as part of the Service Level Agreement. This is the primary location for Client conducted user acceptance testing and the final performance evaluation/testing prior to going live in Production.
- Production Environment
The Production Environment is the final resting point for all "Run" software in the Cloud Service lifecycle management. Access to this system is restricted to IBM personnel or authorized users only. The Production Environment comprises the Application, systems, and supporting systems infrastructure, that the end users and the Clients of an organization access and use on an operational basis to execute its business processes and transactions.

5.6 Cloud Service Integration

The Cloud Service supports a variety of methods to integrate with legacy and supportive services. The following capabilities are provided as part of the Cloud Service, with, or without, the use of virtual or physical circuits.

- Application Program Interface (API)
A set of routines, protocols, and tools for building software and applications.
- Message Queue (MQ)
Provides for inter-process communication (IPC), or for inter-thread communication within the same process. This permits the Cloud Service, through outbound Java Messaging Service (JMS) connections, to be an endpoint for MQ networks, or point-to-point communications. The Cloud Service does not provide an inbound connection point, nor routing between two (2) or more endpoints which are not part of the Cloud Service.

5.7 Monitoring

IBM provides the following monitoring designed to assess the Cloud Service from the physical hardware's health to the performance of the Cloud Service:

- Cloud Infrastructure Monitoring
Monitors the health and well-being of the cloud infrastructure platform.
 - Application Monitoring
Monitors the health and well-being of the Application.
 - Synthetic Monitoring
"Simulated user click" to monitor the health and well-being of Extensions running in conjunction with the Application.
- a. Production Environment Monitoring
 - (1) IBM will respond to the platform monitors in accordance with the severity of the fault and impact. IBM will treat detected Application unavailability as a Severity 1 support case and begin triaging the issue.
 - (2) IBM will provide monitoring of Client developed synthetic use-cases, and will monitor and open the appropriate support case based on the impact to the Cloud Service and begin triage of the issue. Synthetic monitoring is limited to the monitoring of "simulated user clicks". IBM monitors the Client's synthetic monitoring to assess the availability of the Cloud Service from the user's perspective. This is accomplished through an automated method of simulating the click-paths of a given user experience.
 - b. Non-Production Environment Monitoring
 - (1) IBM will treat detected Test or Pre-Production Environment Application unavailability as a Severity 2 support case and then triage the issue. If the issue is within an area of Client responsibility IBM will notify the Client and continue to track the case.
 - (2) IBM will treat detected Integration Environment application unavailability as a Severity 3 support case and resolve the issue by way of restoring to the last known working backup or reinstalling.

5.8 Order History Retention

The Cloud Service retains one (1) year of order history in the active table and an additional two (2) years in the history table.

5.9 Network Integration Options

The following are the supported, but not required, options for integrating with Client networks.

- a. Whitelisting Connections over the Internet
Limits access to the Cloud Service, or parts of the Cloud Service, to specific internet public addresses. The limit access provides the flexibility to limit access to Client designated locations. Whitelisting is included in the Cloud Service.
- b. Virtual Private Network (VPN) through the Internet
Extends a private network across a public network. A VPN is created by establishing a virtual point-to-point connection through the use of dedicated connections, virtual tunneling protocols, or traffic encryption. A VPN is only required by the Cloud Service if an integration connection is unencrypted,

or not properly protected, through the Internet. Redundant circuits are required for high availability. VPN is available as an optional add-on.

c. **Direct Connect SoftLayer 1GB**

Provides improved connectivity options enabling customers to create direct, private connections between their remote network environments and their IBM Cloud deployments. Direct Connect SoftLayer 1 GB is available as an optional add-on.

5.10 Recovery Point Objective / Recovery Time Objective

Recovery Point Objective is the maximum tolerable period in which data might be lost from an IT service due to a disaster. Recovery Time Objective is the targeted duration of time, within which a business process must be restored after a disaster is declared in order to avoid unacceptable consequences associated with a break in business continuity. IBM will use commercially reasonable efforts to meet the applicable Recovery Point Objective / Recovery Time Objective if IBM has reasonably determined that a disaster has occurred. When executing the Recovery Time Objective, the Pre-Production Environment is not available.

5.11 Order Management Offering Standards

This section describes the offering standards that describe certain functional and technical limits of each Edition subscription ("Offering Standards"). Unless otherwise agreed in writing between IBM and Client, Client's use of the Cloud Service and any implementation or configuration of the Cloud Service and any permitted Extensions are subject to the limits described in the below Offering Standards. Usage beyond the limits below requires written agreement of IBM and may result in additional charges for the Cloud Service in addition to any charges for associated implementation or customization services.

The peak order lines per hour supported by the Cloud Service increases as the number of annual lines increases. If the Client requires an increase in the peak lines per hour on a temporary or permanent basis, then the Peak Hourly Burst Capability add-on must be ordered. If this number is exceeded the performance of the Cloud Service may degrade and the SLA no longer applies. Additional capacity can be acquired through purchase of the Peak Hourly Burst Capability add-on.

This table indicates the peak order lines per hour supported for the number of Hundred Thousand Order Line entitlement units subscribed:

Hundred Thousand Order Line Units Subscribed	Peak Order Lines per Hour
1	500
2 to 5	2,500
6 to 10	5,000
11 to 17	6,000
18 to 25	9,000
26 to 37	10,000
38 to 50	18,000
51 to 75	20,000
76 to 100	24,000
101 to 125	30,000
126 to 250	40,000
251 to 275	50,000
276 to 500	60,000
501 to 750	70,000
751 to 1,000	80,000
1,001 to 1,250	120,000
1,251 to 2,500	155,000
2,501 to 3,750	260,000

Hundred Thousand Order Line Units Subscribed	Peak Order Lines per Hour
3,751 to 5,000	360,000
5,001 to 7,500	500,000
7,501 to 10,000	800,000
10,001 and above	To be determined by IBM based on actual requirements

For example: A Client who has subscribed to 42 Hundred Thousand Order Lines units can have a Peak Order Lines Per Hour of 18,000 lines. Subscription to the Peak Hourly Burst Capability add-on allows the Client to increase their capacity by a thousand Order Lines in any hour per Thousand Order Lines entitlement. Multiple additional units can be purchased to increase the capacity by multiples of 1,000 order lines per hour.

5.12 Duties Upon Termination

In addition to the post-termination obligations set forth in the Agreement, upon expiration or termination of the Agreement or this Service Description for any reason:

If Client requires a formal termination plan, any effort or expenses incurred by IBM to support transition of the Environments to a non-IBM data center will be set forth in a separate agreement at rates and terms agreed upon by the parties.

5.13 Definitions

- **Application** – the IBM software products that provide the base functionality for the Cloud Service, including the original and all whole or partial copies: 1) machine-readable instructions and data, 2) components, 3) audio-visual content (such as images, text, recordings, or pictures), 4) related licensed materials, and 5) license use documents or keys, and documentation, which are provided by IBM and which Client may access through the Cloud Service.
- **Environment** – refers to a deployable instance of the Application, including the infrastructure necessary to support that Application for its intended use, and refers to the Integration Environment, Test Environment, Pre-Production Environment or Production Environment, as the context requires.
- **Extensions** – are the software artifacts and configuration provided by the Client, or their authorized third party, to extend the Cloud Service by implementing the Client's business process flow, manage specific data needs, and provide Client specific branding, in support of the Client's business requirements. This can be, but not limited to, software code, database extensions, scripts or files created to customize Client's utilization of the Cloud Service, including Integrations to Third Party Services or data sources. Extensions are the responsibility of the Client.
- **Payment Card Industry (PCI) Account Data** – cardholder account information contained on a payment card, or associated with a payment card transaction, including major debit, credit, prepaid, e-purse, ATM, POS cards, including Cardholder Data (CHD) and Sensitive Account Data (SAD) subject to security and handling guidelines set by the Payment Card Industry Data Security Standard (PCI DSS).
- **Third Party Services** – are third party data services, databases, web services, software, or other third party content accessed via the Cloud Service.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to your Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development.