



## Service Description

### IBM SPSS Statistics Subscription

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

IBM SPSS Statistics Subscription, Base Edition is a cloud service that provides statistical analysis capabilities and availability to an up-to-date desktop client. Access to the application is managed using a single sign on, and the enabling software download process and user management has been simplified. The Base Edition provides base statistical features including cross tabulations, frequencies, compare means, correlation, regression, graphing, data preparation, and bootstrapping.

##### 1.2 Optional Services

###### 1.2.1 IBM SPSS Statistics Subscription, Custom Tables & Advanced Statistics

This Cloud Service adds custom tables, regression and advanced statistics to the Base Edition.

###### 1.2.2 IBM SPSS Statistics Subscription, Complex Sampling & Testing

This Cloud Service adds exact test, conjoint, categories, missing values, and complex samples to the Base Edition.

###### 1.2.3 IBM SPSS Statistics Subscription, Forecasting & Decision Trees

This Cloud Service adds forecasting, decision trees, neural networks, and direct marketing to the Base Edition.

#### 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.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B2305030349D11E7BB305001F8439EBD>

#### 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](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:

- 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.

## 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

The Cloud Service requires the use of enabling software that Client downloads to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. Enabling software is provided to Client under following terms:

Enabling Software	Applicable License Terms (if any)
IBM SPSS Statistics Subscription for Microsoft Windows 32-bit	"AS-IS"
IBM SPSS Statistics Subscription for Microsoft Windows 64-bit	"AS-IS"
IBM SPSS Statistics Subscription for Mac OS	"AS-IS"
IBM SPSS Data Access Pack	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/28E720F2DE710C8985257F76006261B3?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/28E720F2DE710C8985257F76006261B3?OpenDocument</a>
IBM SPSS Statistics Data File Drivers	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/899EAA536BF9555F85257F7600623262?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/899EAA536BF9555F85257F7600623262?OpenDocument</a>