

IBM API Connect Reserved Instance

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

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>.

1. Cloud Service

1.1 IBM API Connect Professional Reserved Instance

This Cloud Service enables Client to create, run, manage, and secure APIs and microservices allowing API developers and businesses to design APIs with enterprise-grade security policies. The Cloud Service also allows the sharing of APIs across organizational boundaries and environments, while gaining insight into API usage. Also this service adds the capabilities to cluster a limited number of nodes within a single datacenter when used in Client computing environment. The IBM Program included with this Reserved Instance offering is IBM API Connect Professional.

1.2 IBM API Connect Enterprise Reserved Instance

This Cloud Service provides Client with the capabilities of API Connect Professional Reserved Instance as described above and includes additional support for the clustering of a large number of nodes within a single datacenter and also across multiple datacenters when used in Client computing environment. The IBM Program included with this Reserved Instance offering is IBM API Connect Enterprise.

2. Security Description

This Cloud Service follows IBM's data security and privacy principles for IBM SaaS which are available at <http://www.ibm.com/cloud/data-security> 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.

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. Technical Support

Technical support for the Cloud Service is provided via an online problem reporting system. IBM will make available the IBM Software as a Service Support Handbook which provides technical support contact information and other information and processes. Technical support is offered with the Cloud Service and is not available as a separate offering.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

- a. **Million API Calls** – is a unit of measure by which the Cloud Service can be obtained. An API Call is the invocation of the Cloud Service through a programmable interface. Sufficient entitlements must be obtained to cover the total number of API Calls, rounded up to the nearest one Million, during the measurement period specified in Client's Proof of Entitlement or Transaction Document.
- b. **Hundred Thousand API Calls** – is a unit of measure by which overage charges for the Cloud Service will be calculated. An API Call is the invocation of the Cloud Service through a programmable interface. Overage charges will be calculated to cover the total number of API Calls used in excess of what is provided in Client's base entitlement, rounded up to the nearest hundred thousand, during the measurement period.

4.2 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, an overage charge will be billed at the rate specified in the Transaction Document in the month following such overage.

5. 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.

6. Additional Terms

6.1 General

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

6.2 Enabling Software

IBM API Connect Enterprise Reserved Instance 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.