

IBM Cloud Additional Service Description

IBM App Connect on IBM Cloud

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service Description

IBM App Connect on IBM Cloud provides a service to connect different applications. The IBM App Connect on IBM Cloud service offers Professional and Cloud Connectors for Software plans with different capabilities for a range of integration use cases.

1.1 Professional

The paid Professional plan allows users to build Flows between applications and to expose Flows as RESTful API operations. A "Flow" is an automated movement of data between a source and target. The Cloud Service provides connectivity to applications both on the cloud and on a local network and allows users to map the required fields from one application (the source) to the next (the target).

1.2 Cloud Connectors for Software

The Cloud Connectors for Software plan is available to Clients with proof of entitlement (including active Software & Support subscription) for IBM App Connect Enterprise v11 (the **Program**), and provides access (for no additional charge) to the Cloud Service solely to support Flows running in the Program's runtime as part of Client's integration solutions. Requirements for this plan are that: Client continues to subscribe to Software & Support for the Program; Client uses the Cloud Service solely to read and write data, to filter the data that is selected, and to exchange data directly with an instance of the Program or with a temporary storage location (provided the data stored from the Cloud Service is only read from, or written to, an instance of the Program); and Client does not use the Cloud Service standalone (without the Program) or for batch processing. IBM reserves the right to suspend and/or remove Client's access to the Cloud Service immediately if any of these requirements are not met.

2. Content and Data Protection

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=BDB070B0C02811E5BA010CF56D8211B6>

3. Entitlement and Billing Information

3.1 Charge Metrics

The Professional plan of the Cloud Service is offered in accordance with the following charge metric(s):

Thousand Items – An Item is an occurrence of a specific item that is processed by, managed by, or related to the use of the Cloud Service, as described in the Cloud Service description. Client will be charged for the number of Items, rounded up to the next thousand, during the billing period.

For this Cloud Service, an Item is a Flow Run. A Flow Run is the execution of a Flow.

4. Additional Terms

4.1 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 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 (or by IBM) 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, as well as any usage guidelines or restrictions applicable to such third party content, and Client agrees to hold IBM harmless against any claims arising out of or relating to Client's breach of these separate agreements, guidelines, or restrictions. 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.

4.2 Restrictions and Fair Usage Policy

The Cloud Service is designed to run certain Flows as soon as a defined trigger event occurs, however IBM does not warrant that this will occur within a set period of time.

In exceptional circumstances it may be necessary for IBM to take steps to stop or remove unreasonable Client Flows which are adversely impacting other users or overall system performance.

4.2.1 Secure Gateway Restrictions

The optional secure gateway component provides the capability to allow users to connect to local applications inside their own firewall. Use of the secure gateway component is subject to a usage limitation of 1GB per month. The secure gateway component provides an encrypted connection between the local system and the Cloud Service environment for more secure transmission of data between a local application and the Cloud Service.

Use of the optional secure gateway component is at Client's own risk. Client agrees to hold IBM harmless from its damages and against any third party claim arising out of or relating to Client using this component or choosing to use unencrypted or insecure communication between applications and the Cloud Service.