

IBM Cloud Additional Service Description

IBM Log Analysis

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Log Analysis

IBM Log Analysis is a service which collects, stores, and allows a Client to search log data generated from their applications and usage from IBM Cloud services. Log data may be automatically sent from the Client's subscribed services, Client's applications, and through the service's supported collection agents as defined in the Enabling Software section of this document. The service includes the option for Clients to retain logs within the Cloud Service. The service includes the option for Clients to search logs hosted in an IBM managed database. Clients may independently determine the length of log retention and amount/duration of log search.

2. Data Processing and Protection Data Sheets

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=05094D70003211E7982D0C38141F4056>

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.

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:

- Gigabyte Transmitted Inbound – Gigabyte Transmitted is each full Gigabyte or partial Gigabyte, rounded up to the nearest whole Gigabyte, of data transmitted to the Cloud Services.
- Gigabyte (GB)-Month is a GB (2 to the 30th power bytes) analyzed, used, stored or configured in the Cloud Services during a month.
- Instance is each access to specific configuration of the Cloud Services.

5. Additional Terms

5.1 Enabling Software

The Cloud Service contains the following Enabling Software:

- Multi-Tenant Logstash Forwarder
- Multi-Tenant Logstash Output Plugin