



Service Description

Weather Company Data for Salesforce

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

1. Cloud Service

The IBM Cloud Service for Weather Company Data for Salesforce (Cloud Service) uses application program interfaces (APIs) that enable Client to receive Data. "Data" means weather data, both historical and forecasted, delivered via the Cloud Service (including without limitation forecasts, maps, alerts and graphs), as described in this SD.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 Weather Company Data for Salesforce – Core

This package includes access to the following Data:

Features	Description	Coverage	File Formats
2-Day Hourly Forecast	Forecasts for next 48 hours starting from the current time.	Worldwide	JSON
Daily Forecast	Forecasts for 24-hour periods starting today for the next 3, 5, 7 and 10 days including forecasts for the daytime and nighttime segments (shorter periods return smaller payloads). This forecast includes the forecast narrative text string of up to 256 characters with appropriate units of measure for the location and in the language requested.	Worldwide	JSON
Intraday Forecast	Forecasts for 24-hour periods starting today for the next 3, 5, 7- and 10-days including forecasts for the morning, afternoon, evening and overnight segments (shorter periods return smaller payloads). This forecast includes the forecast narrative text string of up to 256 characters with appropriate units of measure for the location and in the language requested.	Worldwide	JSON
Site Based Observations	Observed weather data (temperature, wind direction and speed, humidity, pressure, dew point, visibility, and UV Index) as well as a sensible weather phrase and its matching weather icon that are collected from METAR and SYNOP observation devices in the U.S.	Worldwide	JSON
Time-Series Based Observations	Observed weather data from site-based observation stations for the previous 24 hours.	Worldwide	JSON
Weather Alert – Headlines & Details (U.S., Canada, Europe)	Government issued (US, Canada and Europe) alert headlines and details in the language requested.	U.S., Canada, Europe	JSON

Features	Description	Coverage	File Formats
Location Mapping Services	Utility API for finding locations according to zip code, geocode, city, internationalized state, region, district or province.	Worldwide	JSON
Daily Almanac	Daily average and record weather conditions	U.S.	JSON
Monthly Almanac	Monthly average and record weather conditions	Worldwide	JSON
Current Conditions and Forecast Imagery Layer	This layer features a detailed set of tile-based raster products derived from observation and forecast data and provides access to our most popular mapping layers pre-rendered with appropriate palettes, ready to be applied to Client's base map. Layers are served as pre-cut 256x256 png tiles, addressed according to an XYZ tile address schema.	Worldwide	PNG
Radar & Satellite Layer	Similar to the Current Conditions and forecast imagery layer above, this layer provides selected radar and satellite raster products.	<ul style="list-style-type: none"> ● Radar Layer – Alaska ● Radar Layer – Continental United States ● Radar Layer – Hawaii ● Radar Layer – Radar – North American Composite ● Radar Layer – Australia 	PNG

1.1.2 Weather Company Data for Salesforce – Enhanced

This package includes access to the following Data:

Features	Description	Coverage	File Formats
Precipitation Forecast	The Precipitation Events Forecast API provides a weather forecast for precipitation events (rain, snow, sleet, freezing rain) onset and offset times for 28-time steps over the next 7 hours.	Worldwide	JSON
15-Minute Forecast	This API returns forecasted weather in 15-minute increments out to 7 hours.	Worldwide	JSON
Standard 15-Day Hourly	Hourly Forecast for the next 15 Days starting from the current time	Worldwide	JSON
15-Day Forecast – Gridded & Polygonal	Provides a gridded Forecast on Demand at a 4-km resolution, and includes relevant Temperature, Wind, and Precipitation features. Gridded: provides gridded raster data, typically in tiles of 256x256 pixels at various zoom levels. Polygonal: provides geometric vector data, either a line or a polygon, indicating where meteorological values cross a threshold; this data can facilitate statistical analysis.	Worldwide	GeoJSON, SHP, KMZ, XZipped, MVT, JSON

Features	Description	Coverage	File Formats
Currents on Demand (COD)	High resolution, high temporal current conditions, including associated weather phrase and icon	Worldwide	JSON
Current Conditions – Gridded and Polygonal	Provides a gridded Current Conditions on Demand (Currents on Demand) at a 4-km resolution, and includes relevant Temperature, Wind, and Precipitation features. Gridded: provides gridded raster data, typically in tiles of 256x256 pixels at various zoom levels. Polygonal: provides geometric vector data, either a line or a polygon, indicating where meteorological values cross a particular threshold, this data can facilitate statistical analysis.	Worldwide	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
Personal Weather Station Observations including Bounding Box & Time Series	Global network of (PWS) Personal Weather Stations, includes a crowd-sourced sensor network of more than 200,000 Weather Stations.	Worldwide	JSON

1.1.3 Weather Company Data for Salesforce – Severe Weather

This package includes access to the following Data:

Features	Description	Coverage	File Formats
Power Disruption Index	The Power Disruption index provides indices indicating the potential for power disruptions due to weather.	Worldwide	JSON
15-day probabilistic tropical forecast	Maximum probability that the wind speed will exceed a threshold for the Indian, northwestern Pacific, or north Atlantic Oceans expressed as a percent value. This is a 15-day forecast aggregate with 80km resolution updated every 12 hours.	West Pacific Basin, Atlantic Basin	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
Storm Reports	Text reports of observed severe weather such as wind or hail damage, snow depth that is parsed from NWS Local Storm Report (LSR) bulletins.	US	JSON
StrikeZone	30-minute lightning intensity forecast	US	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
HailZone	30-minute damaging hail swath forecast	US	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
ShearVision	1 hour trailing tornado path estimates	US	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
HailVision	30 min, 1, 2, 3, 6, and 24-hour trailing hail estimates	US	GeoJSON, SHP, KMZ, XZipped, MVT, JSON

Features	Description	Coverage	File Formats
RainVision	1, 3, 6, 12 and 24-hour trailing accumulated rain estimates	Worldwide	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
SnowVision	1, 3, 6, 12 and 24-hour trailing accumulated snow estimates	Worldwide	GeoJSON, SHP, KMZ, XZipped, MVT, JSON
IceVision	1, 3, 6, 12 and 24-hour trailing accumulated ice estimates	US	GeoJSON, SHP, KMZ, XZipped, MVT, JSON

1.1.4 Weather Company Data for Salesforce – History on Demand

This package includes access to the following Data:

Features	Description	Coverage	File Formats
History on Demand (HoD)	History on Demand offers a comprehensive data set spanning the period of July of 2011 to the present. Set on a worldwide 35 square kilometer grid, the product contains hourly values for surface temperature, wind speed, wind direction, relative humidity, atmospheric pressure, and dewpoint. Worldwide	Worldwide	CSV

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=B908B4804A3F11E79342EA59690D4322>

3. Service Levels and Technical Support

3.1 Service Level Agreement

Not Applicable.

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.

For the purposes of this Cloud Service, sufficient entitlement must be obtained to cover the total number of Authorized Users given access to Salesforce cloud-based products during the measurement period.

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 Termination of Service

Upon expiration or termination of Client's subscription, Client shall immediately cease all use of Data and promptly delete all Data from its systems.

5.2 Restrictions on Usage

- a. Data can only be used for Client's internal business purpose within and in conjunction with Salesforce cloud-based products but may expressly not be used with Salesforce cloud-based products related to marketing or advertising use cases specifically including but not limited to Salesforce Marketing Cloud or Salesforce Commerce Cloud.
- b. Client shall not use the Data as part of any offering of any type emanating from a television or radio broadcast (e.g., over-the-air, cable, satellite) or subscription streaming service (e.g., Sling Television, Netflix, Hulu, Amazon Prime Video, HBO GO, or radio equivalent) delivered on, through or by any means or medium.
- c. Client shall i) use commercially reasonable efforts to prevent any portion of the Data from being collected or extracted from Client's computer systems, products or control (Client's Custody) and ii) promptly notify IBM of any known or reasonably suspected collection or extraction of Data from Client's Custody. The parties shall then discuss in good faith and attempt to determine a commercially reasonable course of action to prevent such activity in the future. In the event the parties fail to agree upon or implement such commercially reasonable course of action within five (5) business days from the initial notice, then IBM shall have the right to suspend delivery of the Data until necessary steps are taken to protect the Data residing in Client's Custody.
- d. Client shall publish and adhere to privacy policies in connection with Client's access, use, sharing and storage of information collected through or in relation to its use of the Data.
- e. Client agrees that the APIs and related specifications and documentation are IBM confidential information and cannot be used or disclosed outside the terms of this SD.
- f. Client acknowledges IBM may change the style, form or Data of, and eliminate or discontinue segments of, the Data from time to time and at any time in its sole discretion; provided, IBM will include Client in its communications to similarly situated customers regarding material changes in the Data.

5.3 Maximum Monthly Usage

- a. API Usage
Weather Company Data for Salesforce – Core, Enhanced and Severe Weather each support a total of up to 500M API calls/month.
- b. Rows of Data Usage
The History on Demand data subscription supports access to 5,000 rows of data per month per authorized user. Rows are transferrable between Authorized Users, however the total number of

rows, a client is entitled to on a monthly basis should not exceed the number of authorized users multiplied by 5,000 rows.

c. **Management and Audit of Usage**

IBM reserves the right to audit the usage and may impose usage limits should the Client exceed the limit on any package. When enforced, the usage limits will result in a shutdown of the data stream. Client is responsible for monitoring and controlling its usage. If Client's application requires more API calls/month or rows of data/month than the prescribed package limit, please contact an IBM sales representative. A month is a standard U.S. calendar month.

5.4 Data Source Attributions

Data displayed in any Third-Party Facing Application may require attribution. Client is required to follow the attribution requirements on a per API basis as provided in the API documentation.