

IBM Aspera on Cloud

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

1. Cloud Service

IBM Aspera on Cloud enables secure exchange of files and folders of any size between users, even across separate organizations. Using Aspera on Cloud, users can store and readily access files and folders in multiple cloud-based and on-premises storage systems. Sharing among users is enabled by browsing or dragging-and-dropping, regardless of where the files are located, freeing collaboration from traditional boundaries among colleagues in both local and remote locations. Aspera on Cloud uses the FASP high-speed transport technology, which overcomes the limitations of other file-transfer technologies. By moving large data sets – regardless of network conditions, physical distance between sites, and file size, type, or number – Aspera technology enables a new world of collaboration, sharing, and content delivery.

Additional security features included with the Cloud Service are:

- Encryption – Built-in over the wire encryption in transit and encryption-at-rest with client and server-side controlled options.
- Integrity Verification – Data integrity verification for each transmitted block.
- Authentication and Access Control – Built in support for authenticated Aspera storage roots private to the tenant. Support for configurable read, write, and listing access per user account. Support for platform-specific role-based access control.
- Automatic Resume – Automatic retry and checkpoint resume (single files and directories) from point of interruption on failure.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Aspera on Cloud Standard Edition

The Standard Edition of this Cloud Service is available on a subscription basis. It includes:

- Aspera on Cloud Web Application access from a single unique URL
- 2500 Authorized Users
- 1 TB of IBM cloud object storage
- 10 TB of egress data volume

1.1.2 IBM Aspera on Cloud Advanced Edition

The Advanced Edition of this Cloud Service is available on a subscription basis. It includes:

- Aspera on Cloud Web Application access from a single unique URL
- 2500 Authorized Users
- 10 TB of IBM cloud object storage
- 10 TB of egress data volume
- Support for Single-Sign-On
- Aspera on Cloud Workspaces and Shared Inboxes
- Activity monitoring and reporting
- Brandable email templates

1.1.3 IBM Aspera on Cloud Enterprise Edition

The Enterprise Edition of this Cloud Service is available on a subscription basis. It includes:

- Aspera on Cloud Web Application access from up to 5 unique URLs (Organization names)
- 2500 Authorized Users
- 25 TB of IBM cloud object storage
- 10 TB of egress data volume
- Support for Single-Sign-On
- Aspera on Cloud Workspaces and Shared Inboxes
- Activity monitoring and reporting
- Brandable email templates

1.1.4 IBM Aspera on Cloud Pay As You Go

This Cloud Service is available on a pay per use basis. Client does not have to commit to a specific subscription term or a specific entitlement quantity. Features included in this Cloud Service are:

- Aspera on Cloud Web Application access from a single unique URL
- 10 Authorized Users
- 1 TB of IBM cloud object storage
- 10 TB of egress data volume

1.2 Optional Services

1.2.1 IBM Aspera on Cloud Enterprise Edition Additional Authorized User

This Cloud Service enables Client to acquire additional Authorized Users in excess of what is included in the Enterprise Edition subscription.

1.2.2 IBM Aspera on Cloud Additional Storage Pay Per Use

If Client exceeds the specified storage volume included with their Cloud Service, Client will be charged for the additional Gigabytes of storage used on a pay per use basis, measured on the last calendar day of each month.

1.2.3 IBM Aspera on Cloud Additional Storage

This Cloud Service enables Client to acquire additional cloud storage in excess of what is included in the subscription for Advanced and Enterprise Editions.

1.2.4 IBM Aspera on Cloud Additional Egress Pay Per Use

If Client exceeds the amount of terabytes of egress bandwidth included with their Cloud Service, Client will be charged for additional terabytes used on a pay per use basis. Egress refers to the data that is moved out of the Infrastructure provider's platform.

1.2.5 IBM Aspera on Cloud Additional Egress

The Cloud Service enables Client to acquire additional terabytes of egress bandwidth in excess of what is included with their subscription for Advanced and Enterprise Editions. Egress refers to the data that is moved out of the Infrastructure provider's platform.

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 to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=0818A74023E011E895B382FBC780E8BA>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides 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.

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.
- Gigabyte (GB) is 2 to the 30th power bytes of data processed by, analyzed, used, stored or configured in the Cloud Services.
- Gigabyte Transmitted is each GB (2 to the 30th power bytes) of data transmitted to and from the Cloud Services.
- Terabyte Transmitted is each TB (2 to the 40th power bytes) of data transmitted to and from the Cloud Service.

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 Transfer Usage Billing

Aspera on Cloud measures all data transfer to and from each service. For example, if Client uploads a 10GB file, Client will be billed for a 10GB transfer. If Client downloads a 10GB file, Client will be billed for an additional 10GB transfer, for a total of 20GB. If Client sends a 10GB file, the file is uploaded by the sender and downloaded by a recipient, for a total of 20GB of data transfer. The same policy applies to all tethered nodes that are entitled with the Aspera on Cloud subscription. A tethered node is a Client-managed Aspera High-Speed Transfer Server attached to an Aspera on Cloud organization.

5.2 Egress Usage Billing

Data egress is a separate charge from the data transfer out of the Cloud Service as defined in 5.1. Clients are charged egress overage on a Pay Per Use basis for data transferred out of the Cloud Service beyond

what is included in the original subscription. For each additional 1 Terabyte of annual subscription volume over 10 Terabytes, Client is provided 1 TB of data egress at no charge, up to a maximum of 60 TB annual subscription. Upon exceeding 60 TB of egress volume, Client will be charged for egress overage.

5.3 Enabling Software

The enabling software can be used under the following conditions:

- The number of users that can use the enabling software through IBM Aspera on Cloud subscription is limited to the Authorized Users included in each edition.

Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms
IBM Aspera Desktop Client	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/4E156A0287269BF38525825700671BD3?OpenDocument
IBM Aspera Drive Client	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/292E01F22BB6F15E852581A3003DB5FC?OpenDocument
IBM Aspera Console Application	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/0259A41344AF7B5685258257006797F9?OpenDocument
IBM Aspera High-Speed Transfer Server	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/6D64283798165D7C852581D4004AE78C?OpenDocument
IBM Aspera CLI	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/F1E1FF764ED4EE67852582DC000A08CF?OpenDocument
IBM Aspera on Cloud Mobile	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/8633B766A1439C37852582DC000A068D?OpenDocument
IBM Aspera Connect	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/C800E5B5C42DD4B78525818B003B07BD?OpenDocument
IBM Aspera Cargo	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/C1FE5DBEF7AE724D85257EC0005A126D?OpenDocument
IBM Aspera Proxy Gateway	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/721F3C25359759DC85258534007A1DB5?OpenDocument

Standard Edition enabling software

- IBM Aspera Clients: Aspera Connect, Aspera Drive, Aspera on Cloud Mobile, Aspera Desktop client, Aspera CLI, Aspera Cargo, Aspera Proxy Gateway
- A single on-premises instance of IBM Aspera High Speed Transfer Server

Advanced Edition enabling software

- IBM Aspera Clients: Aspera Connect, Aspera Drive, Aspera on Cloud Mobile, Aspera Desktop client, Aspera CLI, Aspera Cargo, Aspera Proxy Gateway
- IBM Aspera High Speed Transfer Server

Enterprise Edition enabling software

- IBM Aspera Clients: Aspera Connect, Aspera Drive, Aspera on Cloud Mobile, Aspera Desktop client, Aspera CLI, Aspera Cargo, Aspera Proxy Gateway
- IBM Aspera High-Speed Transfer Server
- Client may use a single IBM Aspera Console license key to manage multiple tethered nodes.

Pay As You Go enabling software

- IBM Aspera Clients: Aspera Connect, Aspera Drive, Aspera Mobile client, Aspera Desktop client, Aspera CLI, Aspera Cargo