

Service Description

IBM Watson Assistant Solutions Trial Cloud Services

Upon acceptance of Client's order, this Service Description applies to the Cloud Service trial. The applicable quotation and other order documents provide details about your order. This Service Description and the associated order documents are Transaction Documents.

1. Cloud Service

A trial Cloud Service is a Cloud Service IBM makes available for a limited period to enable Client to evaluate its functionality and technology. Client is authorized to use the Cloud Service during a specified trial period for the purpose of evaluating its functionality and technology. The Cloud Service may only provide a limited set of features and function; therefore, use in a production environment or for commercial purposes is not recommended or supported. Any such use is solely at Client's own risk. The generally available Cloud Service may be ordered at any time. Client may only participate in a trial for a Cloud Service one time. If Client wishes to continue with the Cloud Service upon expiration of the trial period, Client will need to submit an order for the generally available Cloud Service offering. IBM is under no obligation to offer migration capabilities or services.

1.1 Offerings

The Client may select from the following available offerings.

- IBM Watson Assistant for Platforms
- IBM Watson Assistant for Vehicles
- IBM Watson Assistant for Spaces

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=5ED334703EFC11E7AF4D782C571014EC>

3. Service Levels and Technical Support

3.1 Service Level Agreement

Service Level Agreements are not applicable for Trials.

3.2 Technical Support

Technical support is not applicable for Trials.

4. Charges

Generally, there are no charges for use of the Cloud Service trial, unless specified by IBM or a third-party service provider. If any authority imposes a custom, duty, tax (including withholding tax), levy or fee for the import or export, transfer, access or use of a Trial Cloud Service or third-party service, then Client is responsible to pay any such amount imposed.

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.