IBM

IBM Watson Decision Platform for Agriculture

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

1. Cloud Service

This Cloud Service provides a foundation for better data-driven decisions by ingesting, transforming, analyzing, persisting and distributing data in a deeply integrated manner for multiple uses in Agribusiness. This Cloud Service uses application program interfaces (APIs) and iOS-, Android- and web-based Applications that enable Client to receive Data. "Data" means weather data, and agriculture data, delivered via the Cloud Service (including without limitation forecasts, maps, alerts and graphs).

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Watson Decision Platform for Agriculture – Foundation

This Cloud Service enables Client to access agriculture related analytics. The Cloud Service includes the ability to perform geospatial analytics combining data such as satellite imagery, weather, supported data provided by Clients from combines, tractors, sprayers, soil sensors and more to provide agricultural insights.

1.1.2 IBM Watson Decision Platform for Agriculture – Yield Model Option 1

This Cloud Services provides regional-level crop yield forecasts.

1.1.3 IBM Watson Decision Platform for Agriculture – Yield Model Option 2

This Cloud Service provides field-level crop yield forecasts for a variety of crops and geographies.

1.2 Acceleration Services

1.2.1 IBM Watson Decision Platform for Agriculture – Customization Services

This offering provides remotely delivered services to configure and customize the embedded analytics to make use of the Client's incoming supported data. The quantity of hours needed for the customization will be defined by IBM. Customization Services may include customized ingestion of supported Client data, customization of the available analytics to make effective use of the Client supplied data, and customization of the analytics to make the resulting insights available to the Client.

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=E280FA904A4211E79342EA59690D4322

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:

- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For the purposes of this Cloud Service, an Item is an Acre. An Acre is defined as 4,840 square yards (4,047 square meters) or 0.405 Hectare.
- Hour is the total number of hours of use, rounded up to the nearest hour, of the Cloud Services.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

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 Enabling Software

Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
Weather Company Operations Dashboard for Android	https://www-03.ibm.com/software/sla/sladb.nsf/displayLIs/11DE6B4E0088700C8525827F003B2CEB?OpenDocument

5.2 Country Limitations on Usage

Client is responsible for, and IBM's obligations under this SD shall be conditioned on Client determining whether its use of the Data is permissible and, to the extent necessary, obtaining, all necessary licenses, permits, approvals or authorizations from any governmental entity or agency in the country or countries in which it operates or uses the Data.