



# Service Description

## IBM WEATHERfx

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

### 1. Cloud Service

#### 1.1 Offerings

The Client may select from the following available offerings:

##### 1.1.1 IBM WEATHERfx Relative Conditions

Delivers a list of postal codes where consumer sentiment or behaviors for a specific product or service may be influenced by a defined set of weather conditions.

##### 1.1.2 IBM WEATHERfx Product and Activity

Delivers a list of postal codes where consumer sentiment or behaviors for a specific product or service may be influenced by a defined set of weather conditions.

##### 1.1.3 IBM WEATHERfx Premium

Enhanced IBM WEATHERfx Product and Activity built using aggregate point of sale data.

### 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=2A7AA9E027A111E8A2420CE43E9EE286>

### 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](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.

- Instance is each access to specific configuration of the Cloud Services.

## **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 Instance Limit**

Users can call API up to 1 million times per month. After reaching this limit users will be turned off until the start of the next calendar month.

### **5.2 Advertising**

The Cloud Service shall not be used for digital advertising.