

IBM Cloud Additional Service Description

IBM Cloud Block Storage for Virtual Private Cloud

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Block Storage for Virtual Private Cloud

An offering within the Storage Infrastructure-as-a-Service portfolio of IBM Cloud. IBM Cloud Block Storage for Virtual Private Cloud provides access to shared (multi-tenant) block storage resources that Client can provision as part of a Virtual Private Cloud infrastructure environment.

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=9EE2D80057AF11E88CA35FB9AF6FA368>

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.

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:

- Gigabyte (GB) – Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Input/Output Operations Per Second (IOPS) – Hour is each hour a storage volume is used and configured with a specific total number reads and writes per second from/to a cloud volume in a cloud storage volume.

5. Additional Terms

5.1 Client Responsibilities

IBM Cloud Block Storage for Virtual Private Cloud, like the rest of the Infrastructure-as-a-Service offerings, is self-managed by Client. This includes selection of available data centers and selection, configuration, and management of services (such as security, backup, failover, restore, and monitoring), which Client determines are necessary to meet Client's requirements and applicable laws, including data protection and other regulatory requirements for its workloads and all Content.