



Service Description

IBM MaaS360 (SaaS) Freemium

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

1. Cloud Service

MaaS360 is an easy to use cloud platform with all of the essential functionality for end-to-end management of today's mobile devices utilizing the iOS, Android and Windows operating systems. Following is a short description of the Cloud Service offerings:

1.1 Offerings

The Client may select from the following available offerings:

1.1.1 IBM MaaS360 Mobile Device Management (SaaS)

The core mobility device management (MDM) features includes device enrollment, configuration, security policy management and device actions, such as send message, locate, lock, and wipe. The Advanced MDM features include automated compliance rules, bring your own device (BYOD) privacy settings, and Mobility Intelligence dashboards and reporting.

1.1.2 IBM MaaS360 Mobile Application Management (SaaS)

MaaS360 Mobile Application Management provides the ability to add applications and distribute them to supported devices managed by MaaS360. This includes MaaS360 App Catalog, an on-device application for users to view, install, and be alerted to updated, managed applications.

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://www.ibm.com/dpa/dpl> apply.

Link(s) to the applicable Data Sheet(s):

IBM MaaS360 Mobile Device Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1397222024658
IBM MaaS360 Mobile Application Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414149988540

3. Service Levels and Technical Support

3.1 Service Level Agreement

This Cloud Service does not provide an availability SLA.

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

There are no charges for use of 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 Enabling Software

Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM MaaS360 Cloud Extender	http://www-03.ibm.com/software/sla/slabd.nsf/displaylis/5ED6181AD37D14C58525808A004CDD9D?OpenDocument

Client must remove enabling software from all devices and systems upon expiration or termination of the Cloud Service.

5.2 Restrictions

Client may only have access to the Cloud Service if they have a valid entitlement to the IBM Security Guardium Data Protection for Databases offering. Client's entitlement to the Cloud Service will terminate upon any termination or expiration of Client's entitlement to the IBM Security Guardium Data Protection for Databases offering.

Client's use of the Cloud Service may not exceed ten thousand (10,000) Authorized Users nor may it exceed twenty thousand (20,000) Client Devices.

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Client Device is any device that requests or receives execution commands, procedures or applications from a server environment that accesses the Cloud Services.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development (e.g. Mobile Metrics).