

Service Description

Red Hat Marketplace, Operated by IBM

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

1. Cloud Service

The Red Hat Marketplace is a management and marketplace platform for multi- and hybrid cloud deployment. With Red Hat Marketplace, Client can:

- a. purchase or try products from software vendors, including IBM and Red Hat. Client's use of any such products or services will be governed by the terms applicable to that product or service;
- b. contact technical support for all products;
- c. manage users and assign roles;
- d. manage payments and billing options; and
- e. deploy and manage products across multi- and hybrid clouds from any cloud vendor.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 Red Hat Marketplace Account

A Red Hat Marketplace Account is required for all use of the platform and provides the account structure for purchasing, deploying and managing products on hybrid and multi-cloud environments.

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.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=318987A0FA8211E9AB9E8E93B6B03A05>

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 and products purchased through the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is available at <https://marketplace.redhat.com/support>.

4. Charges

There is no charge for the Red Hat Marketplace Account.

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.