

## IBM Watson IoT Platform

Except as noted below, the terms of the IBM Bluemix Service Description or Terms of Use, as applicable, apply.

### 1. Cloud Service Description

IBM Watson IoT Platform is a fully-managed, multi-tenant, cloud-hosted service. Capabilities include:

- Connection of a wide spectrum of IoT devices
- IoT device registration and management
- Ability for devices and applications to produce and consume events in near-real-time
- Dashboard/console for each service
- Integration at the application level
- Use of the industry standard MQTT and HTTP protocols for device connectivity
- Device-Cloud authentication, and application authentication

The Cloud Service also enables analytics on the data from connected devices. It uses a simple rules-based composition model and an extensible framework to help organizations access IoT data, combine it with master asset data, analyze events and data in context, and automate responses to help improve operations and service levels.

### 2. Service Level Agreement

In addition to Section 3.1 of the Bluemix Terms of Use and Service Description, the downtime terms specific to the Cloud Service are:

- The Cloud Service offers protocols that support long lived connections. Note that losing a connection is not considered downtime. Connections are not held open indefinitely; Client's device or application must have appropriate reconnect logic. Downtime begins if a valid connection attempt fails to complete within 5 minutes.

The Service Level Agreement Terms for IBM Bluemix apply except for single environments for Public, Dedicated and Local where the the Service Level Agreement is:

| Availability | Availability Credit |
|--------------|---------------------|
| < 99.95%     | 10%                 |
| < 99.0%      | 25%                 |

### 3. Entitlement and Billing Information

Usage of the IBM Watson IoT Platform is measured by

- a. data traffic flowing into and out of the service – via devices, gateways , applications and UI – for mqtt pub/sub and http api calls. There is a free allocation of 100MB of data, after which the data usage is charged.
- b. Data analyzed by the analytics function. There is a free allocation of 100MB, after which data analyzed is charged.

#### 3.1 Charge Metrics

The Cloud Service is offered in accordance with the following charge metrics:

- a. **Megabyte Transmitted:** A Megabyte is 2 to the 20th power bytes. You will be charged for each full or partial Megabyte of data transmitted to and from the Cloud Service during the billing period.
- b. **Megabyte-Month:** A Megabyte is 2 to the 20th power bytes. You will be charged for the maximum number of full or partial Megabytes analyzed, used, or configured in the Cloud Service during each month during the billing period.

#### 3.2 Partial Monthly Charges

Each charge metric is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

#### **4. Safe Harbor Framework**

The Cloud Service does not comply with the US-EU and US-Swiss Safe Harbor Frameworks.

#### **5. Encrypted Communication**

The Cloud Service supports encryption of communication between devices/applications and the Cloud Service. To support a wide range of low-powered devices in the market, which may not perform (or do not routinely perform) encryption, the Cloud Service also offers support for unencrypted communication between devices/applications and the Cloud Service. IBM recommends wherever possible the use of encrypted communication. Client agrees to hold IBM harmless from its damages and against any third party claim arising out of or relating to Client choosing to use unencrypted or insecure communication between devices/applications and the Cloud Service.