

Service Description

IBM MaaS360 (SaaS)

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) and 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) and 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.

1.1.3 IBM MaaS360 Mobile Application Security (SaaS) and MaaS360 Mobile Application Security (SaaS)

MaaS360 Mobile Application Security provides additional data protection for enterprise applications that use the WorkPlace SDK during development, or for iOS apps upload the application (.ipa), provisioning profile, and signing certificate to be automatically integrated. Mobile Application Security integrates the app with the Productivity Suite. This enables single sign on, Intranet access through the Mobile Enterprise Gateway, and enforcement of data security settings.

1.1.4 IBM MaaS360 Mobile Content Management (SaaS) and MaaS360 Mobile Content Management (SaaS)

MaaS360 Mobile Content Management allows the administrator to add and distribute documents to the supported devices that are managed by IBM MaaS360 Mobile Device Management. Includes IBM MaaS360 Doc Catalogue, an on-device, password-protected container that provides a protected and simple way for users to access, view, and share documents. It includes seamless access to distributed content and repositories such as SharePoint, Box, and Google Drive. Access to private SharePoint and Windows files shares are available with the MaaS360 Gateway for Documents. Documents managed through MaaS360 can be version controlled, audited, and protected through data loss prevention (DLP) policy options, such as require authentication, restrict copy-paste functionality, and block from being opened or shared in other applications.

1.1.5 IBM MaaS360 Mobile Document Editor (SaaS) and MaaS360 Secure Editor (SaaS)

MaaS360 Mobile Document Editor is a powerful office suite that allows users to work with business documents while on the go. MaaS360 Mobile Document Editor enables to:

- Create and edit .DOC, .PPT, and .XLS files
- Presentation mode for slides
- Easily work with email attachments and other files from MaaS360 for iOS

1.1.6 IBM MaaS360 Secure Mobile Browser (SaaS) and MaaS360 Secure Browser (SaaS)

MaaS360 Browser is a full-featured web browser which enables access to corporate intranet sites and enforce compliance of content policies by defining website filtering and security policies to ensure that users only access approved web content that is based on a number of content categories, such as social

networking, explicit, or malware sites. Includes the ability to disable native and third-party web browsers either through application policy or blacklisting when combined with MobileFirst Protect Devices. It allows whitelist exceptions to websites, restrict cookies; copy, paste, and print features; and enable Kiosk mode.

1.1.7 IBM MaaS360 Productivity Suite (SaaS), IBM MaaS360 Productivity Suite Education (SaaS), and MaaS360 Secure Productivity Suite (SaaS)

Suite/Bundle of products including MaaS360 Secure Mobile Mail, MaaS360 Mobile Application Management, MaaS360 Mobile Application Security, MaaS360 Content Service, and MaaS360 Secure Mobile Browser.

1.1.8 IBM MaaS360 Secure Mobile Mail (SaaS) and MaaS360 Secure Mail (SaaS)

MaaS360 Secure Mobile Mail provides a separate office productivity application for users to access and manage email, calendar, and contacts with the ability to control emails and attachments to prevent data leakage by restricting the ability to forward or move content to other applications, to enforce authentication, restrict cut-copy-paste, and lock down email attachments for view only.

1.1.9 IBM MaaS360 Content Suite (SaaS), IBM MaaS360 Content Suite Education (SaaS), and MaaS360 Secure Document Sharing Suite (SaaS)

Suite/Bundle of products including MaaS360 Mobile Content Management, MaaS360 Mobile Document Editor, and MaaS360 Mobile Document Sync.

1.1.10 IBM MaaS360 Mobile Threat Management (SaaS) and MaaS360 Mobile Threat Management (SaaS)

MaaS360 Mobile Threat Management provides enhanced mobile security with mobile malware detection and advanced jailbreak/root detection. With MaaS360 Mobile Threat Management, Client will be able to set and manage compliance policies around detected malware and other security vulnerabilities.

1.1.11 IBM MaaS360 Content Service (SaaS) and MaaS360 Content Service (SaaS)

MaaS360 Content Service (SaaS) provides users with the ability to upload application packages and documents to MaaS360 Content Distribution system.

IBM MaaS360 provides each Client with 1GB of Storage. IBM MaaS360 also provides 6 GB of bandwidth utilization per device per year as a shared pool of bandwidth. The entire bandwidth pool is shared across all devices. This base storage and bandwidth allocation does not increase regardless of the number of product bundles or line items purchased. Clients are required to purchase additional storage and/or bandwidth for any amount used or required over the base amount provided.

1.1.12 IBM MaaS360 Content Service Storage (SaaS) and MaaS360 Content Service Storage (SaaS)

MaaS360 Content Service Storage (SaaS) provides users the ability to purchase a total amount of data storage available for use with the MaaS360 Content Service (SaaS).

1.1.13 IBM MaaS360 Content Service Bandwidth (SaaS) and MaaS360 Content Service Bandwidth (SaaS)

MaaS360 Content Service Bandwidth (SaaS) provides users the ability to purchase the total amount of bandwidth available for use with the MaaS360 Content Service (SaaS).

1.1.14 IBM MaaS360 Professional (SaaS)

Provides small and medium-sized businesses with a fast and simple way to remotely configure smartphones and tablets, enforce security policies, push apps and docs, and protect the data on corporate and personal devices. Client can gain access to the right mobility management capabilities for Client's business quickly, easily, and affordably.

1.1.15 IBM MaaS360 Laptop Security and Compliance (SaaS)

MaaS360 Laptop Security and Compliance (SaaS) provides organizations the ability to maintain consistent security policies and profiles across both corporate and employee-owned devices within the same management console.

1.1.16 IBM MaaS360 Suites

IBM MaaS360 Suites enable Client to select the most appropriate capabilities to drive their use case.

- The Identity Management feature is provided by including the functions of the IBM Cloud Identity offering which provides Clients single sign-on (SSO) and multi-factor authentication to public cloud applications, and challenge users for a second factor of authentication in order to verify their identities.

- MaaS360 Mobile Metrics feature offers cloud-sourced benchmarking data and best practices to enhance productivity and improve security. Benchmarking data is generated leveraging multiple data values from MaaS360 Client implementations to build aggregated metrics.

Sections below capture the primary features and functions included in each MaaS360 Suite:

- **IBM MaaS360 Management Suite Features**

Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS); Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS); Advisor; Container App; Mobile Expense Management; Mobile Metrics

- **IBM MaaS360 Essential Suite Features**

Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS); Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS); Advisor; Container App; Mobile Expense Management; Mobile Metrics; Identity Management

- **IBM MaaS360 Deluxe Suite Features**

Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS); Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS); Advisor; Container App; Mobile Expense Management; Mobile Metrics; Identity Management; Secure Mobile Mail

- **IBM MaaS360 Premier Suite Features**

Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS); Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS); Advisor; Container App; Mobile Expense Management; Mobile Metrics; Identity Management; Secure Mobile Mail; VPN; Secure Browser; Gateway for Browser; Content Management; Gateway for Documents; App Security; Gateway for Apps

- **IBM MaaS360 Enterprise Suite Features**

Mobile Device Management (iOS, Android, Windows Mobile, Windows & macOS); Mobile Application Management (iOS, Android, Windows Mobile, Windows & macOS); Advisor; Container App; Mobile Expense Management; Mobile Metrics; Identity Management; Secure Mobile Mail; VPN; Secure Browser; Gateway for Browser; Content Management; Gateway for Documents; App Security; Gateway for Apps; Mobile Document Editor; Mobile Document Sync; Mobile Threat Management

1.2 Optional Services

The Client may select from the following available optional services.

1.2.1 IBM MaaS360 Gateway for Apps (SaaS) and MaaS360 Enterprise Gateway for Apps (SaaS)

MaaS360 Gateway for Apps provides users outside the enterprise network a seamless access path to internal application resources without requiring a full-device, VPN connection.

1.2.2 IBM MaaS360 Mobile Document Sync (SaaS) and MaaS360 Secure Document Sync (SaaS)

MaaS360 Mobile Document Sync provides users with the ability to synchronize user content across managed mobile devices. Administrators can ensure that policies, such as restricting cut-copy-paste, and blocking content from being opened or shared in other apps or are in place for user content across devices. Content is stored in a protected fashion both in the cloud and on the device, and accessed only through the MaaS360 Doc Catalogue.

1.2.3 IBM MaaS360 Gateway for Documents (SaaS) and MaaS360 Enterprise Gateway for Documents (SaaS)

With MaaS360 Gateway for Documents, organizations can use MaaS360 Mobile Content Management to additionally offer devices outside the enterprise network a seamless access to internal Connections sites, SharePoint sites, Windows File Shares and other file stores without requiring a full device VPN connection. Use of MaaS360 Gateway for Documents requires also purchasing MaaS360 Mobile Content Management. Supports iOS 5.0 and Android 4.0 or above.

1.2.4 IBM MaaS360 Email Management (SaaS) and MaaS360 Email Management (SaaS)

MaaS360 Email Management includes key features in support of Microsoft Exchange ActiveSync and Lotus Traveler.

- Exchange ActiveSync: Provides support for mobile devices connecting to Microsoft Exchange over the ActiveSync protocol. Features include core mobile device management functions, such as the ability to configure devices, create; enforce ActiveSync policies (passcode, block, or allow access to email); and take device actions, such as lock and wipe, and detailed report on device attributes.
- Lotus Traveler: Provides support for mobile devices that connect to IBM Lotus Notes® over the Lotus Traveler protocol. Features include the ability to configure devices, block or allow devices, enforce passcode policies, wipe devices, and develop detailed report on device attributes.

1.2.5 IBM MaaS360 Gateway for Browser (SaaS) and MaaS360 Enterprise Gateway for Secure Browser (SaaS)

MaaS360 Gateway for Browser allows supported devices to access approved internal web sites without requiring a full-device level, VPN connection.

1.2.6 IBM MaaS360 Mobile Expense Management (SaaS) and MaaS360 Mobile Expense Management (SaaS)

MaaS360 Mobile Expense Management allows the administrator to create data usage policies and assign them to supported devices that are managed by MaaS360, and assign these policies at a device, group, or global level and configure alert thresholds and messaging for both in network and roaming data usage.

1.2.7 IBM MaaS360 Gateway Suite (SaaS), IBM MaaS360 Gateway Suite Education (SaaS), and MaaS360 Mobile Enterprise Gateway Suite (SaaS)

MaaS360 Gateway Suite allows supported apps on iOS and Android to seamless communicate back to resources on the company's internal network.

1.2.8 IBM MaaS360 VPN (SaaS)

IBM MaaS360 VPN is a virtual private network (VPN) solution that enables users to connect seamlessly to their corporate network from mobile devices. The solution consists of the VPN server and the client for mobile devices, and supports features such as Device VPN, On-demand VPN, Always on VPN, Per-app VPN and Split tunneling.

1.2.9 IBM MaaS360 Laptop Location (SaaS), MaaS360 Laptop Location Service (SaaS), and IBM MaaS360 Laptop Location Education (SaaS)

MaaS360 Laptop Location (SaaS) enabled the ability to locate supported laptops and tablets. MaaS360 reports the location of the Wi-Fi or IP address coordinates and translates this data into an easily recognizable address. When a device is online, its current location can be retrieved. MaaS360 stores reported locations over time, so location history is available for review. Requires one of the MaaS360 Suites. Supports Windows Vista, Windows 7, Windows 8+.

1.3 Acceleration Services

IBM MaaS360 Mobility Success Services are purchased as Engagements to be used within Client's current subscription term and include the following specific services. These remotely delivered Services use IBM consultants to provide guidance and assistance with best practices, configuration and training.

IBM MaaS360 Mobility Success Services Responsibilities are as follows:

IBM will:

- provide the Mobility Success Services purchased by the Client; and
- designate a person to perform as the IBM Engagement Manager who is responsible for working with the customer Project Manager to schedule the engagement and coordinate resources.

Client agrees:

- to be responsible for all charges associated with all Engagement requests made by Client during the contract term;
- and acknowledges, that purchased Engagements must be used within the initial contract term and do expire if unused by the contract period end date; and

- to initiate a formal request for all Set Up Services at least 30 days prior to the end date of the subscription.

In the performance of any Mobility Success Service, IBM may request information and reasonable cooperation from Client. Failure to provide requested information or cooperation in a timely manner by the Client may, as determined by IBM, result in Engagement charges as required by the services or the delay in performance of the applicable service.

In order for IBM to perform the testing accurately, Client agrees to follow IBM instructions in preparing and maintaining the environment for the engagement period, if required.

1.3.1 IBM MaaS360 Quick Start Service

The IBM MaaS360 Quick Start Service provides expertise and guidance for implementing a MaaS360 SaaS deployment with a target environment that includes up to three (3) cloud extenders, one (1) gateway, up to four (4) policies and up to ten (10) device enrollments with a primary goal of knowledge transfer. IBM will deliver a series of web conferences and provide no more than 32 hours of consulting expertise to assist the Client with their deployment. The consultant will discuss best practices of a Bring Your Own Device (BYOD) program, internal business practices and policies that impact deployments, help determine hardware prerequisites, production architecture and a device enrollment strategy.

The consultant will also assist in the setup and configuration of the Cloud Extender(s) and Enterprise Gateway including integration with the client's certificate authority, corporate directory and email system. The consultant will also provide MaaS360 portal and solution training including a portal walkthrough and enablement session for up to three (3) people, assistance in configuration of up to four (4) policies, one (1) container, one (1) iOS policy, one (1) Android policy, and one (1) Windows phone policy including device policy and compliance profile settings. The consultant will discuss best practices and industry standards around policy and user management, reporting, compliance rules, application management as well as app and document management and provide QA on the implemented solution for up to ten (10) devices. Two (2) to four (4) weeks after the end of the engagement, the consultant will provide a health check to review use and success of Client adoption of MaaS360 and identify any subsequent services need for full adoption.

1.3.2 IBM MaaS360 Health Check Service

The IBM MaaS360 Health Check Service provides remotely delivered expertise and guidance which reviews the Client's MaaS360 environment and implementation and produces recommendations on user experience, security, and infrastructure scaling. The IBM consultant will conduct a series of web conferences providing no more than eight (8) hours of consulting expertise to assist the Client with their deployment by reviewing critical aspects of scaling, enterprise integration, enrollment processes and will perform test case assessments for performance and user experience to understand and document the required systems and network changes needed for a stable implementation. At the end of the engagement, the IBM consultant will provide and present a Health Check Report Card that will provide details on the test cases and their results and recommendations on increasing user experience and adoption, security, and infrastructure scaling.

1.3.3 IBM MaaS360 Mobility Training Workshop

The IBM MaaS360 Mobility Training Workshop provides remotely delivered training for up to twelve (12) individuals delivered in English over web and video conference that includes a full curriculum of topics to provide the administrative and support staff with the tools and knowledge to support the MaaS360 solution.

The IBM trainer will deliver a two-day workshop to administrative staff and operations teams. The Client helpdesk team (level 1) will learn how to manage and answer requests from the users, process of level one support handling including IBM MaaS360 fundamentals, administration, escalation and Client deployment related items. The client's mobile operations team (level 2) will be provided additional training to understand the process and support other internal teams in the areas of the container and enterprise integration. Other related client mobile administration staff (email, security, infrastructure, mobile admin teams) will be provided additional modules on how to manage the product effectively, efficiently, and securely including multitenancy, the securing of mobile devices and content. The materials developed for the training session will be provided to all participants in soft copy.

1.3.4 IBM MaaS360 Consultant on Demand

The IBM MaaS360 Consultant on Demand service provides up to twenty (20) hours of an IBM professional services consultant's time that can be used for activities related to a IBM MaaS360 product optimization and deployment effort. The IBM consultant will assist with advisory technical discussions to provide dedicated support to advise on general strategy, technical design, processes, testing, and production operational best practices during the implementation or migration process. IBM will work with Client to understand and create a project schedule with specific Client requirements, including project goals, relevant technologies, desired timelines, expected deliverables, and estimated number of Consultant on Demand service Engagements. Client must provide access to necessary applications, systems and documentation required to perform the services. The Consultant on Demand service is completed when up to 20 hours of security expertise has been performed and/or after the project schedule and/or the documented deliverables defined in the project schedule have been delivered to the Client. The service will expire 90 days from purchase regardless of whether the service has been used.

1.3.5 IBM MaaS360 Consultant on Demand 10

The IBM MaaS360 Consultant on Demand 10 service provides up to ten (10) hours of an IBM professional services consultant's time that can be used for activities related to an IBM MaaS360 product optimization and deployment effort. The IBM consultant will assist with advisory technical discussions to provide dedicated support to advise on general strategy, technical design, processes, testing, and production operational best practices during the implementation or migration process. IBM will work with Client to understand and create a project schedule with specific Client requirements, including project goals, relevant technologies, desired timelines, expected deliverables, and estimated number of Consultant on Demand service Engagements. Client must provide access to necessary applications, systems and documentation required to perform the services. The Consultant on Demand service is completed when up to 10 hours of security expertise has been performed and/or after the project schedule and/or the documented deliverables defined in the project schedule have been delivered to the Client. The service will expire 12 months from purchase regardless of whether the service has been used.

1.3.6 IBM MaaS360 Consultant on Demand 20

The IBM MaaS360 Consultant on Demand 20 service provides up to twenty (20) hours of an IBM professional services consultant's time that can be used for activities related to an IBM MaaS360 product optimization and deployment effort. The IBM consultant will assist with advisory technical discussions to provide dedicated support to advise on general strategy, technical design, processes, testing, and production operational best practices during the implementation or migration process. IBM will work with Client to understand and create a project schedule with specific Client requirements, including project goals, relevant technologies, desired timelines, expected deliverables, and estimated number of Consultant on Demand service Engagements. Client must provide access to necessary applications, systems and documentation required to perform the services. The Consultant on Demand service is completed when up to 20 hours of security expertise has been performed and/or after the project schedule and/or the documented deliverables defined in the project schedule have been delivered to the Client. The service will expire 12 months from purchase regardless of whether the service has been used.

1.3.7 IBM MaaS360 SMB Customer Setup

The IBM MaaS360 SMB Customer Setup service provides up to two (2) hours of an IBM professional services consultant's time that can be used for activities related to an IBM MaaS360 product optimization and deployment effort. The IBM MaaS360 specialist will assist with technical support for the successful implementation for a new Client.

1.3.8 IBM MaaS360 Standard Email Access Gateway Setup

IBM MaaS360 Standard Email Access Gateway Setup provides expertise and guidance in setting up and configuring the MaaS360 Email Access Gateway. An IBM consultant will participate in discussions and setup remotely. Through the initial conversation, the consultant will recommend the appropriate scenario to leverage, and also provide recommendations for redundancy and load balancing as needed. The consultant will assist in deploying any of the following scenarios: (1) Email gateway for any access, (2) Email gateway to allow only MaaS360 Secure Mail clients, (3) Email gateway with client authentication using corporate credentials.

1.3.9 IBM MaaS360 Cloud Extender and Mobile Enterprise Gateway Setup

IBM MaaS360 Cloud Extender and Mobile Enterprise Gateway Setup provides remotely delivered expertise and guidance in setting up and configuring any combination of the Cloud Extender and Mobile Enterprise Gateway. An IBM consultant will begin with a discussion around the needs and propose a setup that will meet both the requirements and scale of the environment. The consultant will then schedule remote sessions to walk through the setup of the Cloud Extender(s) and/or Mobile Enterprise Gateway(s).

1.3.10 IBM MaaS360 VPN Setup

IBM MaaS360 VPN Setup provides remotely delivered expertise and guidance in setting up and configuring the MaaS360 VPN. An IBM consultant will begin with a discussion around the needs and propose a setup that will meet both the requirements and scale of the environment. The consultant will then schedule remote sessions to walk through the setup of the VPN and validate the solution.

1.3.11 IBM MaaS360 Simple Training

IBM MaaS360 Simple Training provides a remotely delivered 1 hour training session. An IBM consultant will schedule a 1 hour remote session in which they will walk through various aspects of the MaaS360 portal and answer any question that may arise. The consultant will explain how to operate the portal and manage devices during the session.

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

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

IBM MaaS360 Content Service	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414162320135
IBM MaaS360 Content Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414165374180
IBM MaaS360 Deluxe Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=14B01D403A1111E6B85EC53D03B14E5E
IBM MaaS360 Email Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414159789018
IBM MaaS360 Enterprise Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B6A636203A1111E6B85EC53D03B14E5E
IBM MaaS360 Essentials Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6CDA4B502F0B11E6BB9940A4D7191A34
IBM MaaS360 Gateway Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414165030737
IBM MaaS360 Laptop Location	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8B581EA0BE3D11E7A5A50513C295686A
IBM MaaS360 Management Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414164246129
IBM MaaS360 Laptop Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B63CBFD0130C11E89B8851107E6E513B

IBM MaaS360 Mobile Application Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414149988540
IBM MaaS360 Mobile Application Security	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414158349082
IBM MaaS360 Mobile Content Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414158775510
IBM MaaS360 Mobile Device Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1397222024658
IBM MaaS360 Mobile Expense Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414161002202
IBM MaaS360 Mobile Threat Management	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414163717229
IBM MaaS360 Premier Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=678DF3703A1111E6B85EC53D03B14E5E
IBM MaaS360 Productivity Suite	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414164675609
IBM MaaS360 Professional	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CCEF00A0BE3C11E7A5A50513C295686A
IBM MaaS360 Secure Mobile Browser	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414159336343
IBM MaaS360 Secure Mobile Mail	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1414161965113
IBM MaaS360 VPN	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=00FA7050FE8F11E6982D0C38141F4056
IBM MaaS360 Laptop Security and Compliance	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=15F14060285A11E880086ABC559AD03E
IBM Cloud Identity	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=735E5650E26711E69CCD7F0385C6524D

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the 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.

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.

The following charge metrics apply to this Cloud Service:

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in the Cloud Services.
- Managed Client Device is any device that requests or receives execution commands, procedures or applications from a server environment managed by the Cloud Services.
- Client Device is any device that requests or receives execution commands, procedures or applications from a server environment that accesses the Cloud Services.
- Engagement is a professional or training service related to the Cloud Services.
- Legacy Contract is a unit of measure by which the Cloud Service can be entitled. Legacy charge metric types are no longer actively marketed by IBM. IBM may, however, at its sole and exclusive discretion, agree to increase Client's existing entitlements to use certain versions of Cloud Service ("Legacy Cloud Service") under a Legacy entitlement type. Cloud Service offerings acquired under a Legacy charge metric type are indicated by the notation "Legacy", in the Cloud Services name on a Transaction Document. Client's use of all Legacy Cloud Services is subject to the charge metric terms specified in the agreement pursuant to which Client originally acquired the rights to use the Legacy Cloud Service ("Legacy Agreement"). Under no circumstances will the terms of the Legacy Agreement be interpreted to expand Client's right to use the Legacy Cloud Service beyond the amount specified in a Transaction Document.

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/sladb.nsf/displaylis/5ED6181AD37D14C58525808A004CDD9D?OpenDocument
IBM MaaS360 Mobile Enterprise Gateway	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/5ED6181AD37D14C58525808A004CDD9D?OpenDocument
IBM MaaS360 mobile applications including, but not limited to, MaaS360 app, MaaS360 Secure Mail, MaaS360 Docs, MaaS360 Browser, MaaS360 Secure Editor, MaaS360 Secure Viewer and MaaS360 VPN.	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/F54B28BDA1F99273852583210043CF33?OpenDocument

Enabling Software	Applicable License Terms (if any)
IBM Security Access Manager	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/3168DFE680EE717285257FA3004F8AC5?OpenDocument Use Restriction: Client may use IBM Security Access Manager (ISAM) to proxy connections from mobile devices, managed by this Cloud Service, to enterprise email servers and to leverage the ISAM Federation Module which provides connection to an On-Prem User Directory. No other capabilities of ISAM are authorized.

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

5.2 Renewal Entitlement

The renewal entitlement quantity will be equal to the greater of the original order quantity or the monthly reported usage for the month prior to generation of the renewal invoice unless IBM receives a notification specifying a different entitlement quantity.

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 that has been anonymized; so that the data is rendered into a form that no longer constitutes personal data. IBM will use such data only for research, testing, and offering development.