



Service Description

IBM Streaming Analytics

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

1. Cloud Service

IBM Bluemix is a technical pre-requisite to the Cloud Service offerings. To access the IBM Bluemix service, please sign-up here: <https://console.ng.bluemix.net/registration/>.

1.1 IBM Streaming Analytics Standard Plan

The IBM Streaming Analytics Standard Plan allows Clients to ingest, analyze, monitor, and correlate data as it arrives from real-time data sources. A single streams node instance is a virtual server with 1 CPU, 4 Cores, 12 GB RAM and 25 GB Disk.

1.2 IBM Streaming Analytics Premium Plan

The IBM Streaming Analytics Premium Plan allows Clients to ingest, analyze, monitor, and correlate data as it arrives from real-time data sources. A single streams node instance is a virtual server with at least 16 Cores, 256 GB RAM and two 1 TB Disks.

2. Security Description

This Cloud Service follows IBM's data security and privacy principals for IBM SaaS which are available at <http://www.ibm.com/cloud/data-security> and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

This Cloud Service is not designed to any specific security requirements for regulated content, such as personal information or sensitive personal information. Client is responsible to determine if this Cloud Service meets Clients needs with regard to the type of content Client uses in connection with the Cloud Service.

This Cloud Service is included in IBM's Privacy Shield certification and applies when Client chooses to have the Cloud Service hosted in a data center located in the United States. The IBM Privacy Shield Privacy Policy applies to this offering, and is available here: http://www.ibm.com/privacy/details/us/en/privacy_shield.html.

3. Technical Support

IBM Bluemix Advanced Support (formerly known as Standard Support) is included with the IBM SaaS, provided via email, online forums, and an online problem reporting system. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service and therefore governed by this Service Description. Technical support is included with the Cloud Service and is not available as a separate offering.

| Severity | Severity Definition | Response Time Objectives During Support Hours* | Response Time Coverage |
|----------|---|--|------------------------|
| 1 | <p>Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.</p> <p>Severity 1 issues require that the Client will be available to help us diagnose issues during the 24x7 period otherwise, they are downgraded to severity 2.</p> | Within 1 hour | 24x7 |

| Severity | Severity Definition | Response Time Objectives During Support Hours* | Response Time Coverage |
|----------|--|--|------------------------|
| 2 | Significant business impact: A service business feature or function of the service is severely restricted in its use or Client is in jeopardy of missing business deadlines. | Within 2 business hours | M-F business hours |
| 3 | Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations. | Within 4 business hours | M-F business hours |
| 4 | Minimal business impact: An inquiry or non-technical request. | Within 1 business day | M-F business hours |

Note: * Response time objectives described herein are intended to describe IBM's goals only, and do not represent a guarantee of performance.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

- **Virtual Server** – is a unit of measure by which the Cloud Service can be obtained. A Virtual Server is comprised of processing units, memory and input/output capabilities and that executes requested procedures, commands, or applications. Sufficient entitlements must be obtained to cover every Virtual Server made available to the Cloud Service during the measurement period specified in Client's PoE or Transaction Document.

4.2 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

5. Term and Renewal Options

The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90 day period.

6. Additional Terms

6.1 Cookies

Client is aware and agrees that IBM may, as part of the normal operation and support of the Cloud Service, collect personal information from Client (Client's employees and contractors) related to the use of the Cloud Service, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our Cloud Service for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their collected personal information.