



IBM Cloud Additional Service Description

IBM API Connect for IBM Cloud

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM API Connect for IBM Cloud

IBM API Connect for IBM Cloud enables enterprises to accelerate their digital transformation powered by APIs and micro-services.

1.2 Acceleration Services

1.2.1 On Demand Consulting Services (ODC)

Remotely delivered services include Q&A and implementation assistance pertaining to platform, architecture, design, and solution implementation related to IBM API Connect for IBM Cloud. Assigned Client contacts acquire remote access via online portal with 24/7 access to knowledge library articles, solution accelerators and assets. Client developers/contacts have unlimited access to submit requests in a question-and-answer dialogue with an ODC Client enablement leader and subject matter experts. Field sellers make available two offering levels of ODC: Professional (2 Client contacts) and Enterprise (5 Client contacts) Renewals must also be purchased through field sellers. The ODC services are available for 90 days from date of purchase and expire regardless of whether all hours have been used. Client may acquire a new entitlement for an additional 90 days by placing an order with their IBM sales representative.

2. Data Processing and Protection Data Sheets

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4CA6AA20BAEB11E5843895D6F7A6FCC6>

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.1.1 SLA Clarification

Availability is defined as the ability to invoke Client managed APIs. The SLA and availability credits apply, provided target service endpoint(s) used by the Client managed APIs have been implemented and are available and responding according to their specifications. To the extent Client leverages any other services or runtimes within IBM Cloud related to its APIs, those respective SLAs shall apply (i.e., there shall be no duplication of SLA credits).

Any failure of Client owned components when API calls are routed through Client owned components, such as an API Gateway, that are paired with the IBM API Connect Dedicated offering do not count toward Downtime and are not eligible for SLA credit.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.

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:

- Engagement is a professional or training service related to the Cloud Services.
- API Call is the invocation of the Cloud Services through a programmable interface.
- Instance is each access to a specific configuration of the Cloud Services.

5. Additional Terms

5.1 Enabling Software

The Cloud Service contains the following Enabling Software:

- IBM DataPower Gateway Virtual Edition.