

IBM Cloud Additional Service Description

IBM Db2 on Cloud Paygo

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

1. Cloud Service

The IBM Db2 on Cloud Paygo service provides a Db2 database that is optimized for On Line Transaction Processing (OLTP). The database stores user data in a structured format and can be accessed and modeled according to the user's requirements through the service's console. The service's console allows users to create tables, load data into them, and query the data loaded by the user.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 Fixed-Sized Plans

IBM Db2 on Cloud Lite

One dedicated schema per service Instance on a shared server.

IBM Db2 on Cloud 2.8.500 Paygo

One SQL database per service Instance on a dedicated server with 8GB RAM and 2 vCPUs. Provides up to 500 GB of storage for data and logs.

IBM Db2 on Cloud High Availability 2.8.500 Paygo

One SQL database per service Instance on redundant dedicated virtual servers with 8GB RAM and 2 vCPUs. Provides up to 500GB of storage for data and logs.

IBM Db2 on Cloud 12.128.1400 Paygo

One SQL database per service Instance on a dedicated bare metal server with 128GB RAM and 12 Cores. Provides up to 1400GB of SSD storage for data and logs.

IBM Db2 on Cloud High Availability 12.128.1400 Paygo

One SQL database per service Instance on redundant dedicated bare metal servers with 128GB RAM and 12 Cores. Provides up to 1400GB of SSD storage for data and logs.

IBM Db2 on Cloud 48.1000.10000 Paygo

One SQL database per service Instance on a dedicated bare metal server with 1TB RAM and 48 Cores. Provides up to 11TB of storage for data and logs.

IBM Db2 on Cloud High Availability 48.1000.10000 Paygo

One SQL database per service Instance on redundant dedicated bare metal servers with 1TB RAM and 48 Cores. Provides up to 11TB of storage for data and logs.

1.1.2 Flex Plans

IBM Db2 on Cloud Flex Paygo

The "Base Flex Plan" includes one SQL database per service Instance with 4GB RAM, 1 Core, and 2GB of storage for data and logs.

IBM Db2 on Cloud IO Flex Paygo

"IO Flex" charges for Events used by the Base Flex Plan and used by optional HA Flex Plan(s) described below.

Flex Plans Options

a. IBM Db2 on Cloud High Availability Flex Paygo

The High Availability or "HA Flex Plan" is a replica of the Base Flex Plan for use in a high availability configuration. It includes one SQL database per service Instance with 4GB RAM, 1 Core, and 2GB of storage for data and logs.

b. IBM Db2 on Cloud RAM Flex Paygo

"RAM Flex" provides one additional Gigabyte of RAM per month above the RAM included in the Base Flex Plan.

c. IBM Db2 on Cloud Storage Flex Paygo

"Storage Flex" provides one additional Gigabyte of storage per month above the storage included in the Base Flex Plan.

1.1.3 Geo-Replicated Disaster Node

IBM provides one additional virtual or bare metal server with the same specifications as the base IBM Db2 on Cloud Paygo offering for failover purposes. This can be used with any of the following offerings:

- IBM Db2 on Cloud 2.8.500 Paygo
- IBM Db2 on Cloud High Availability 2.8.500 Paygo
- IBM Db2 on Cloud 12.128.1400 Paygo
- IBM Db2 on Cloud High Availability 12.128.1400 Paygo
- IBM Db2 on Cloud 48.1000.10000 Paygo
- IBM Db2 on Cloud High Availability 48.1000.10000 Paygo
- IBM Db2 on Cloud Flex Paygo
- IBM Db2 on Cloud High Availability Flex Paygo

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=FAE03D80E5C411E7974C181B76870538>

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, subject to the following clarifications and enhanced availability levels.

- The term "High Availability" in this Service Description refers to the Cloud Service plans available under this Service Description described as High Availability, which are deployed on redundant servers designed to remain operationally available when a component failure occurs.
- For the purpose of this Service Description, "production system processing" is not available if, during a continuous period of no less than one (1) minute, all connection requests to the running database instance fail, and there are no existing Client connections to the database during that same period.

3.1.1 Service Levels

Availability of the Cloud Service during a contracted month

High Availability Plans Availability Service Level	Non-High Availability Plans Availability Service Level	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
≥ 99.99%	≥ 99.5%	0%
< 99.99%	< 99.5%	10%
< 99%	< 99%	25%

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:

- Instance is access to a specific configuration of the Cloud Service. Client will be charged for each Instance of the Cloud Service that exists during each month during the billing period.
- Gigabyte-Month – A Gigabyte is 2 to the 30th power bytes. Client will be charged for the number of Gigabytes analyzed, used, stored, or configured in the Cloud Service during each month during the billing period rounded up to the next Gigabyte.
- Million Events – An Event is an occurrence of a specific event that is processed by or related to the use of the Cloud Service, as described in the Cloud Service description. Client will be charged for the number of Events, rounded up to the next million, during the billing period.

For the purpose of this Cloud Service, an Event is an IO operation. An IO operation is every operation that requires reading and writing from a disk.

If Client acquires RAM Flex and Storage Flex entitlements for a Base Flex Plan, equivalent entitlements will be billed for any associated HA Flex Plan(s).

Users of the Base Flex Plan and any HA Flex Plan will be charged for IO Flex, at the then-published rates, for the total number of Events during each month during the billing period, rounded up to the next one Million Events. Read/write Events for the purposes of keeping Base Flex Plan and HA Flex Plan Instances synchronized will not be charged. These charges are in addition to the applicable charges for the Base Flex Plan Instance and any HA Flex Plan Instance(s).

4.2 Partial Monthly Charges

Each Instance and Gigabyte-Month is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

4.3 Minimum Charge and Cancellation Notice

A minimum charge of 30 days and 14 days advance notice of cancellation is applicable to the following plans:

- IBM Db2 on Cloud 12.128.1400 Paygo
- IBM Db2 on Cloud High Availability 12.128.1400 Paygo
- IBM Db2 on Cloud 48.1000.10000 Paygo
- IBM Db2 on Cloud High Availability 48.1000.10000 Paygo

5. Additional Terms

5.1 Enabling Software

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Data Server Driver Package v11.1	http://www-03.ibm.com/software/sla/slabd.nsf/displaylis/A13348EC3D451D5F852580890042140B?OpenDocument
IBM Data Server Manager Enterprise v2.1	http://www-03.ibm.com/software/sla/slabd.nsf/lilookup/F0B7F3B557A73D4C852580830079A197?OpenDocument
IBM Data Studio v4.1	http://www-03.ibm.com/software/sla/slabd.nsf/displaylis/8EE7B373D3B303F085257EC40040DDE0?OpenDocument
IBM Database Conversion Workbench v4.0	http://www-03.ibm.com/software/sla/slabd.nsf/displaylis/1DB8E7F370D1B84E85257FA3004F99BF?OpenDocument

IBM InfoSphere Data Architect v9.1	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/2BB03C6D51BC9FC385257EC40040DFC5?OpenDocument
IBM InfoSphere DataStage v11.5	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/B94C06F394B45EA685257ECB007716AB?OpenDocument
IBM InfoSphere DataStage and QualityStage Designer v11.5	http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/C2AAB3F9A435FC1285257ECB00772255?OpenDocument

In the case of IBM InfoSphere DataStage and IBM InfoSphere DataStage and QualityStage Designer, use of the Enabling Software is limited by the following software entitlements and additional limitations described below.

IBM InfoSphere DataStage

- Entitlement:
Restriction of 280 PVU (as defined in the License Information document for InfoSphere DataStage)
- Use Restriction:
Client may only use InfoSphere DataStage to populate data into the Cloud Service.
- The following are additional Prohibited Components as defined in the License Information document for IBM InfoSphere DataStage:
Balance optimization feature of DataStage, stand-alone installation of DataStage server, InfoSphere DataClick

IBM InfoSphere DataStage and QualityStage Designer

- Entitlement:
Restriction of 2 concurrent users (as defined in the License Information document for InfoSphere DataStage and QualityStage Designer)
- Use Restriction:
Client may only use InfoSphere DataStage and QualityStage Designer to populate data into the Cloud Service.
- The following are additional Prohibited Components as defined in the License Information document for IBM InfoSphere DataStage and Quality Stage Designer:
Balance optimization feature of DataStage, stand-alone installation of DataStage server, InfoSphere DataClick

5.2 Additional Security Terms

5.2.1 User Management

These terms do not apply to the IBM Db2 on Cloud Lite plan. When the Cloud Service is provisioned, a single administrative user is created for Client. The Db2 console provides administrative users the ability to create additional users. Client is wholly responsible for managing the users defined via the console and the level of access assigned to them.

5.2.2 Direct access to the Cloud Services data store

Both administrative and regular users are able to directly access the Cloud Service data store using IBM Db2 client programs run outside the Cloud Service. Client is wholly responsible for ensuring that such access is secured according to Client's requirements. For example, Client may configure the clients such that SSL is used to protect network traffic.

5.2.3 Table level access control

The Cloud Service allows Client to manage the access rights associated with some database objects, such as tables. Client is wholly responsible for assigning, managing and reviewing these access rights.

5.2.4 Encryption

The Cloud Service databases are automatically encrypted. The encryption uses Advanced Encryption Standard (AES) in Cipher-Block Chaining (CBC) mode with a 256 bits key. Also, database backup

images are automatically compressed and encrypted. Backup images are encrypted using AES in CBC mode with 256 bit keys.

5.3 Db2 on Cloud Lite Plan and EU General Data Protection Regulation

The Db2 on Cloud Lite plan is not designed for and may not be used with special categories of personal data described in Article 9 of the EU General Data Protection Regulation, including: personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

5.4 Content and Data Protection for Healthcare Information

Notwithstanding information in the Data Sheet for this Cloud Service regarding the Health Information Portability and Accountability Act of 1996 ("HIPAA") and the permitted use of Health Information and Health data as Types of Personal Data and/or Special Categories of Personal Data (collectively, "Health Data") with this Cloud Service, use of Health Data with this Cloud Service is subject to the following limitations and conditions:

- a. Only the following Db2 on Cloud offerings are eligible to be provisioned to implement the controls required under HIPAA Privacy and Security Rule for use with Health Data:
 - IBM Db2 on Cloud 2.8.500 Paygo
 - IBM Db2 on Cloud High Availability 2.8.500 Paygo
 - IBM Db2 on Cloud 12.128.1400 Paygo
 - IBM Db2 on Cloud High Availability 12.128.1400 Paygo
 - IBM Db2 on Cloud 48.1000.10000 Paygo
 - IBM Db2 on Cloud High Availability 48.1000.10000 Paygo
 - IBM Db2 on Cloud Flex Paygo
 - IBM Db2 on Cloud High Availability Flex Paygo
- b. The above listed offerings are only provisioned to implement the HIPAA Privacy and Security Rule controls for use with Health Data if Client notifies IBM in advance that Client will use Health Data with the Cloud Service and IBM confirms in writing that the Cloud Service will be provisioned for Health Data usage. Accordingly, the Cloud Service may not be used for the transmission, storage or other usage of any Health Data protected under HIPAA unless (i) Client provides IBM such notification; (ii) IBM and Client have entered into an applicable Business Associate Agreement; and (iii) IBM provides Client with express written confirmation that the Cloud Service can be used with Health Data.
- c. In no event shall the Cloud Service be used for processing Health Data as a health care clearinghouse within the meaning of HIPAA.