

## 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 OnLine 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. Users can scale compute cores and storage capacity independently and manage database backups through the service's console. Core, memory and/or storage values are subject to maximum scalability limits described in the Cloud Service catalogue page or other documentation.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Db2 on Cloud Lite

One dedicated schema per service Instance on a shared server.

##### 1.1.2 IBM Db2 on Cloud Enterprise

Provides one SQL database per service instance on dedicated compute slices with 4 vCPUs, 16 GB of RAM, and 20 GB of storage for data and logs. For high availability systems, it includes one database running on three dedicated virtual servers. The high availability virtual servers are provisioned in multiple availability zones where available. Each plan includes up to 1 TB of backup storage, stored for 14 days.

##### 1.1.3 IBM Db2 on Cloud Standard

Provides one SQL database per service instance on a shared, multitenant environment with 8 GB of RAM, and 20 GB of storage for data and logs. For high availability systems, it includes one database running on three shared, virtual servers. The high availability virtual servers are provisioned in multiple availability zones where available. Each plan includes up to 100 GB of backup storage, stored for 14 days.

#### 1.2 Optional Services

If Client provisions a high availability system, additional Storage or Compute entitlements will be billed for all servers that make up the service instance.

##### 1.2.1 IBM Db2 on Cloud Enterprise Storage

Provides an additional gigabyte of storage above the storage included in the base Enterprise plan.

##### 1.2.2 IBM Db2 on Cloud Enterprise Compute

Provides one additional vCore (vCPU) above the vCPU power included in the base Enterprise plan.

##### 1.2.3 IBM Db2 on Cloud Standard Storage

Provides an additional gigabyte of storage above the storage included in the base Standard plan.

##### 1.2.4 IBM Db2 on Cloud Standard Compute

Provides one additional vCore (vCPU) above the vCPU power included in the base Standard plan.

##### 1.2.5 IBM Db2 on Cloud Backups

Provides an additional 10 GB of backup storage above the backups included in the base Enterprise or Standard plan.

##### 1.2.6 IBM Db2 on Cloud Service Endpoint Connectivity for IBM Cloud

Provides a shared service endpoint connection.

## 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=26807B304DE611E69D99A7F65171374C>

## 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 each access to specific configuration of the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Gigabyte-Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service.

### 4.2 Partial Monthly Charges

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

## 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	Applicable License Terms (if any)
IBM Data Server Driver Package v11.5	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument</a>

## 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, no users are initially created that can access the database. Client can generate new users by using the "Service credentials" tab. The management console provides users who have the platform administrator role the ability to create and configure 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

Users created via "Service credentials" and the management console are given access to 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. Client is responsible for configuring 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 and schemas. Client is wholly responsible for assigning, managing and reviewing these access rights.

### 5.2.4 Encryption

All data for the Cloud Service is stored on encrypted storage. The encryption uses Advanced Encryption Standard (AES)-256 encryption.

## 6. Overriding Terms

### 6.1 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 Enterprise
  - IBM Db2 on Cloud Standard
- b. The Cloud Service may not be used for the transmission, storage or other usage of any Health Data protected under HIPAA unless IBM and Client have entered into an applicable Business Associate Agreement.
- c. In no event shall the Cloud Service be used for processing Health Data as a health care clearinghouse within the meaning of HIPAA.

### 6.2 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.