

# IBM Cloud Additional Service Description

---

## IBM Cloud Internet Services

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 Cloud Internet Services

IBM Cloud Internet Services, using Cloudflare, is a networking service that provides reliability, performance and security for Internet facing applications, websites and services.

It includes the following capabilities:

- DDoS Protection: Scalable, easy-to-use, and high-performant DDoS protection to address availability challenges.
- Web Application Firewall: Layered defense to protect data against sophisticated attackers and malicious bots using Web Application Firewall (WAF).
- SSL/TLS Encryption: Secure data transfer with the latest encryption standards.
- Domain Name Server (DNS): Fast resolution of hostnames to their corresponding IP addresses or aliases.
- Global Load Balancer (GLB): Reduce latency and increase availability by routing traffic across servers based on their availability and service health.
- Caching: Provide visitors with location-based access, removing latency, improving performance and fine-tuning website behavior with page rules.
- Following capabilities are available only in Enterprise Plans:
  - Rate Limiting: Configure and manage traffic thresholds and define responses.
  - Smart Routing: Optimize Edge to Origin traffic.

### 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:

#### Cloud Internet Services Standard Plan:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=96F33800D58811E7AD0EC24C9513D95F>

#### Cloud Internet Services Enterprise Usage Plan:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=27AA5390ABBE11E88D9B8E4D052A88CE>

#### Cloud Internet Services Enterprise Package Plan:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=F4A86520ABBF11E88D9B8E4D052A88CE>

### 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.

#### 3.2 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 following charge metrics apply to this Cloud Service:

- Item is an occurrence of a specific item that is processed by, managed 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 Items, during the billing period. Items in Cloud Internet Services are Domains, DNS queries, and HTTP(s) requests.
- Gigabyte is 2 to the 30th power bytes. Client will be charged for each whole or partial Gigabyte analyzed, used, stored, or configured in the Cloud Service during each month during the billing period. Client will be charged for the total number of Gigabytes of internet facing Protected Traffic consumed by the Cloud Service.
- Instance is access to a specific configuration of the Cloud Service.

### **4.2 Partial Monthly Charges**

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