

Service Description

IBM IoT Building Insights

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

IBM IoT Building Insights analyzes IoT sensors and meter data, while integrating with building management systems and correlating input from external solutions to learn the behavior of buildings with respect to energy use through augmented intelligence (AI). IBM IoT Building Insights focuses on energy consumption analytics and diagnostics, AI models for energy prediction, and energy waste cost avoidance. IBM IoT Building Insights also allows Clients the ability to extend the Cloud Service using their own user interface and experience for custom services, leveraging both the AI models provided by IBM and custom models developed by a third party.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM IoT Building Insights Production Environment

This Cloud Service allows the Client to connect up to 100 Client Devices, each of which is associated with a building and has associated physical attributes, such as location, floor, and subsystem (for example refrigeration, or lighting). Each Client Device connected to the Cloud Service is limited to a maximum of 1,440 messages sent per day at a size of 0.25KB per message.

1.1.2 IBM IoT Building Insights Non-Production Environment

Clients may acquire non-production environment Instances of the Cloud Service to be used to test and prove value in the solution, test connecting devices of any type, and to run proofs of concept. Each non-production Instance can support up to ten Client Devices. If Client requires more than ten Client Devices, Client must acquire entitlements to the production offering.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=3547276046E911E8ADCBA344DE8FB657>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

| Availability | Credit (% of monthly subscription fee*) |
|-----------------|--|
| Less than 99.9% | 2% |
| Less than 99.0% | 5% |
| Less than 95.0% | 10% |

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

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:

- Client Device is any device that requests or receives execution commands, procedures or applications from a server environment that accesses the Cloud Services.
- Instance is each access to a specific configuration of the Cloud Services.

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 Extensions

Any extensions built on top of IBM IoT Building Insights must be hosted, managed and maintained by the service provider who delivered the extension. This includes extension testing periodically to ensure it works with the latest update to IBM IoT Building Insights.