

# IBM Cloud Additional Service Description

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## IBM Cloud Infrastructure Services

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

### 1. Cloud Service

Infrastructure Services in IBM Cloud are bare metal and virtual servers, networking, storage, and security services.

#### 1.1 Offerings

The Client may select from the following available offerings:

- IBM Cloud Bare Metal
- IBM Cloud Virtual Servers
- Virtual Server for Virtual Private Cloud (VPC)
- IBM Cloud Block Storage
- Block Storage for VPC
- IBM Cloud File Storage
- IBM Content Delivery Network
- IBM Direct Link Connect
- IBM Direct Link Dedicated
- IBM Direct Link Dedicated Hosting
- IBM Direct Link Exchange
- Domain Name Service
- Gateway Appliance
- IPsecVPN
- Subnets/IPs
- VLAN
- Fortigate Security Appliance
- Hardware Firewall
- Hardware Firewall (Dedicated)
- SSL Certificates
- Load Balancer for VPC
- VPN for VPC

### 2. Data Processing and Protection Data Sheets

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

#### IBM Cloud Bare Metal

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=A1D40D30B51C11E7A9EB066095601ABB>

#### IBM Cloud Virtual Servers

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=0AED9930AEB011E7A9EB066095601ABB>

## **IBM Cloud Block Storage**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=EDA2FD30AE0911E7A9EB066095601ABB>

## **IBM Cloud File Storage**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8F3F8460AE0A11E7A9EB066095601ABB>

## **IBM Content Delivery Network**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D2A0FFF0B2B911E7A9EB066095601ABB>

## **IBM Direct Link**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CC34B770B2AE11E7A9EB066095601ABB>

## **IPSecVPN**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D336428033B011E9A2FA4C3A720B6697>

## **IBM Cloud Load Balancer**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=C5EB3470AFCA11E7A9EB066095601ABB>

### **3. Service Levels and Technical Support**

#### **3.1 Service Level Agreement**

The service level agreement defined in the IBM Cloud Service Description applies to these services, with one additional term:

Should the availability of a service instance fall below 95% in a given month, Client will be entitled to a 100% credit of usage charges for the impacted service instance for the month in which the SLA failure occurred. This applies to both High Availability (HA) and non-HA configurations as described in the IBM Cloud Service Description.

#### **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.

### **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.