

IBM Bluemix Infrastructure and Platform Services Support Policy

(Effective October 2016)

1. Purpose

This **Support Policy** describes the essential elements of Client support for Bluemix Infrastructure and Platform Services offerings, including eligibility, contact methods, available resources, responsibilities, and applicable limitations. IBM endeavors to provide Client with timely response to help minimize potential service disruptions, effective use of flexible support methods, and convenient access to round-the-clock contact options.

2. Eligibility

Support for Bluemix Services may be needed may be the result of a direct relationship with IBM (IBM includes SoftLayer for purposes of this Support Policy) or indirectly through an intermediary who resells Bluemix or a provider of cloud based services that utilize Bluemix Infrastructure or Platform. Most direct and some indirect relationships are eligible to receive Basic Support. IBM's **Basic Support** program to provide support to Clients or eligible entities based on the matrix below, at no additional charge. No response time objective exists for Basic Support. Customers who only use Platform Services under a trial may also use Free Support which is provided at no additional charge for the term of the trial and offers no response time objective.

Free Support is available at no charge to Clients using Platform Services on a trial basis for the duration of the trial. Additional optional paid support exists for **Advanced Support** and **Premium Support** as described in **Appendix A** and **Appendix B** at an additional charge at IBM's then-current prices at time of order. For Infrastructure Services, these paid support offerings initially may not be available and information in these appendices are subject to change.

#	Usage Scenario	Eligibility Status	Support Offering
1	1.1 Client has agreed to a Cloud Services Agreement and Bluemix Service Description with IBM that includes Infrastructure Services or Platform Services.	Eligible	Basic Support
	1.2 Client end user has a contract with Client referenced in usage scenario #1.1 above, but not with IBM.	Not Eligible	N/A
2	2.1 Client has agreed to a SoftLayer Reseller Agreement with SoftLayer.	Eligible	Basic Support
	2.2 Client's end user has agreed to a contract with Client referenced in usage scenario #2.1 above, but not with IBM.	Not Eligible	N/A
3	3.1 IBM group utilizing Infrastructure Services or Platform Services to provide IBM value-add services under an IBM agreement with Client.	Eligible	Basic Support
	3.2 End user has agreed to a contract with IBM that is being serviced by the IBM group referenced in usage scenario # 3.1 above.	Not Eligible	N/A
4	IBM personnel granted authorized user account access and ticket management permissions by a person or entity receiving Infrastructure Services or Platform Services under usage scenarios #1.1 or #2.1.	Eligible	Basic Support
5	If Client has agreed to an Addendum that provides Client rights to use the SoftLayer Federal Data Centers, then, in such cases, and only in such cases, Client's end user.	Eligible	Basic Support

3. Basic Support Resources and Contact Methods

Depending on the services being used, Basic Support delivers up to four categories of Client support resources, each having specific contact methods as outlined below. The choice of a particular category is determined by the nature of the resource requested. The only assured and effective way to reach IBM for a particular Client support request is to follow the contact methods described below:

METHOD 1 – Online Information

If a query or issue will benefit from reviewing more in-depth information or best practices employed by other users, visit one of IBM's on-line information sources, a list of which is included in the **Appendix C** for Infrastructure Services and **Appendix D** for Platform Services.

METHOD 2 – Ticket

Client support requests of a technical nature that require an in-depth investigation or an IBM support specialist to log into Client's account or device(s) requires that Client create/open a ticket before contacting IBM.

METHOD 3 – Chat (available for Infrastructure Services only)

Client support “**LiveChat**” service provides immediate access to an IBM support specialist and should be utilized for a question regarding usage of a particular tool or to receive information about Infrastructure Services or tools.

METHOD 4 – Phone (available for Infrastructure Services only)

Client support for general questions on Infrastructure Services tools and services may be obtained by placing a call to IBM at a number listed in the Appendix C.

Reference the “**How to Use the Contact Methods**” section in the Appendix for a detailed description of how to use each of the above support methods.

4. IBM and Client Responsibilities

IBM will provide commercially reasonable means to respond to Client's identified issues / problems in a responsive manner consistent with the scope of IBM's responsibilities set forth in this Support Policy.

Infrastructure Services

IBM will endeavor to provide the following for Infrastructure Services:

- 24/7/365 access to technical support from highly trained and certified engineers;
- Convenient contact via phone, chat or support tickets; and
- Expert assistance answering questions about Infrastructure Services and troubleshooting issues relating to eligible devices, as specified in the IBM Support Responsibility Matrix.

The provision of Client support is best accomplished as a collaboration between IBM and Client. Note that Infrastructure Services, including Client's server and device usage, are Client self-managed. Accordingly, IBM's ability to help Client resolve problems rapidly is dependent on Client having a clear understanding of Client's responsibilities in the process (as further detailed in the “**Client Responsibilities**” section of Appendix C).

Platform Services

IBM will endeavor to provide the following for Platform Services:

- Access to technical support from highly trained engineers Sunday 10:00 PM GMT – Friday 11:59 PM GMT (excluding US/Italian/Australian holidays);
- 24/7/365 access to technical support is available for Severity 1 tickets as defined in Appendix A and Appendix B;
- Convenient contact via support tickets; and
- Expert assistance answering questions about Platform Services and troubleshooting issues relating to eligible services, as specified in the IBM Support Responsibility Matrix.

5. Changes in Support Offerings

IBM reserves the right to change this Support Policy and IBM's Client support offering via notice through the Bluemix UI, including modifications, enhancements or withdrawal of aspects of Free Support, Basic Support and “*fee-based*” Advanced Support or Premium Support.

“**Bluemix UI**” for support means the portal used by Clients (as of the effective date of this Support Policy, the Bluemix UI is located at <https://control.softlayer.com> for clients with Infrastructure or <https://bluemix.net> for clients with both Infrastructure and Platform Services).

“**Client support**” means IBM's response to questions about Bluemix Services and requests for information about the usage, recommended practices, or user experiences with Bluemix Services, or assistance with resolving problems involving Bluemix Services.

“**end user**” means a third party which is an end user of a Client Solution.

Appendix A

Advanced Support

Advanced Support* is designed especially for clients who require support from and access to a dedicated team of support subject matter experts (**SMEs**) as well as the ability to set ticket priority, in addition, to the services included as part of Basic Support.

Advanced Support includes:

- **Direct Access to Advanced Support Representatives**
In depth technical support provided directly by specially trained and knowledgeable support engineers on all support tickets* Client opens.
- **The Ability to Set Ticket Severities**
Choose from four severity designations on all support tickets** Client opens.
- **Initial Response Time Service Level Objective**
IBM will make commercially reasonable efforts to provide Client initial responses on all support tickets* Client opens regarding Infrastructure or Platform issues. Response time objectives described below are intended to describe IBM's target goals only, and do not represent a guarantee of performance.

Severity	Severity Description	Response Time Objective	Response Time Coverage
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour	Infrastructure: 24x7x365 Platform: 24x7x365
2	Significant business impact: A service business feature or function of the service is severely restricted in its use or Client is in jeopardy of missing business deadlines.	Within 2 hours	Infrastructure: 24x7x365 Platform: Hours of Operation
3	Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 4 hours	Infrastructure: 24x7x365 Platform: Hours of Operation
4	Minimal business impact: An inquiry or non-technical request	Within 8 hours	Infrastructure: 24x7x365 Platform: Hours of Operation

* Clients who acquired use Platform Services may also have purchased this offering under the name "Bluemix Standard Support".

** Support tickets are defined as any ticket submitted with subjects other than accounting, sales, and billing.

*** Appendix A ***

Appendix B

Premium Support

Premium Support is designed especially for clients who have a strategic dependence on Bluemix Infrastructure or Platform Services who require support from and access to named points of contact, in addition to the services included as part of Basic Support.

Premium Support includes:

- **Direct Access to Premium Support Representatives**
In depth technical support provided directly by specially trained and knowledgeable support engineers on all support tickets* Client opens.
- **The Ability to Set Ticket Severities**
Choose from four severity designations on all support tickets* Client opens.
- **Initial Response Time Service Level Objective**
IBM will make commercially reasonable efforts to provide Client initial responses on all support tickets* Client opens regarding Infrastructure or Platform issues. Response time objectives described below are intended to describe IBM's target goals only, and do not represent a guarantee of performance.

Severity	Severity Description	Response Time Objective	Response Time Coverage
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour	Infrastructure: 24x7x365 Platform: 24x7x365
2	Significant business impact: A service business feature or function of the service is severely restricted in its use or Client is in jeopardy of missing business deadlines.	Within 1.5 hours	Infrastructure: 24x7x365 Platform: Hours of Operation
3	Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 2 hours	Infrastructure: 24x7x365 Platform: Hours of Operation
4	Minimal business impact: An inquiry or non-technical request	Within 4 hours	Infrastructure: 24x7x365 Platform: Hours of Operation

- **Assigned Client Success Manager (CSM)**
Premium Support provides up to eight hours of an assigned CSM per week to assist Client with its cloud solutions. Client's CSM will provide proactive, focused attention to help close issues impacting Client's business. Client CSM will also provide technical insights into new cloud offerings and any new updates taking place that may benefit Client's business.
- **Business Reviews**
Every quarter, Client's CSM will conduct comprehensive business reviews on Client's account to review Client's infrastructure and platform service usage to verify the usage and performance of Client's infrastructure and platform services, and provide recommendations to optimize Client's business operations.
- **Assigned Infrastructure Technical Account Manager (TAM)**
Should Client acquire and use Infrastructure Services, Client may also be assigned a technical account manager. Premium Support provides up to four hours of an assigned TAM per week to assist Client with Client's Infrastructure environment. Client's TAM will partner with Client's CSM to ensure total coverage on Client's requests or issues that may impact Client's business. Client's TAM will provide comprehensive technical assistance and recommendations to assist Client with Client's infrastructure deployment.
- **Solution Architect Consultation**
Client's TAM will consult with IBM's solution architects to assist Client in the translation of requirements into a tangible solution and guide Client in the selection of applicable products and services to solve Client's technical and/or business problems.

* Support tickets are defined as any ticket submitted with subjects other than accounting, sales, and billing.

*** Appendix B ***

APPENDIX C

Contact Information for Infrastructure Services

1. How to Use the Contact Methods

Basic Support delivers four categories of Client support for Infrastructure Services, each having the specific contact methods outlined below. The choice of a particular category is determined by the nature of the resource Client requests. The only assured and most effective way to reach IBM for a particular Client support request is to follow the contact methods described below:

METHOD 1 – Online Information

If a query or issue will benefit from reviewing more in-depth information or best practices employed by other clients, visit one of IBM's on-line information sources:

- Infrastructure *KnowledgeLayer* (<http://knowledgelayer.softlayer.com/>) ("**KnowledgeLayer**" means and includes documentation for IBM products and services (including the Bluemix UI), and answers to frequently asked questions).
- If Client has specific questions on syntax or usage of IBM's API, or if Client is receiving unexpected returns while utilizing the API, the best resource will be the SoftLayer **Development Network** web page (<http://sldn.softlayer.com/>).
- An online support forum is available at no charge at <https://developer.ibm.com/bluemix/> or on Stack Overflow at <http://stackoverflow.com/questions/tagged/bluemix>. IBM's development and support staff monitors both forums.

METHOD 2 – Ticket

Client support requests of a technical nature that require an in-depth investigation or an IBM support specialist to log into Client's account or device(s) requires that Client create/open a ticket before contacting IBM.

- Creating a ticket:
 - 1) Log into the Bluemix UI (<https://control.softlayer.com> for clients with Infrastructure only or <https://bluemix.net> for clients with both Infrastructure and Platform Services)
 - 2) Select "**Add Ticket**" in the **Support** drop-down menu.
 - 3) Fill out the Add Ticket form completely.
- Once a ticket has been created, it will be placed in line to be assigned to an IBM support specialist. Upon assignment, the specialist will update the ticket advising that the specialist is reviewing the issue raised in the ticket. This typically does not take longer than 30-45 minutes, but can vary.
- Contacting IBM for Client support via chat or phone just after submitting a ticket will not expedite this process. Tickets are handled in the order in which they are received.
Note: A delay in response will occur if Client adds subsequent remarks to the ticket before receiving an initial response from IBM. The ticketing system orders the responses to requests based on the timestamp of the last Client update and NOT the original ticket creation date and time.

METHOD 3 – Chat

Client support "**LiveChat**" service provides immediate access to a support specialist and should be utilized for a question regarding usage of a particular tool or information regarding Infrastructure Services or tools.

- To contact Client support *LiveChat*, Client must be logged into the Bluemix UI (<https://control.softlayer.com> for clients with Infrastructure only or <https://bluemix.net> for clients with both Infrastructure and Platform Services). *LiveChat* is available by clicking the conversation bubble icon in the top right corner.
- If Client has a question about pricing or would like to inquire about adding a service or feature to Client's account, follow the steps below:
 - 1) Browse to <http://www.softlayer.com/>.
 - 2) Click the red "**LIVECHAT**" tab in the top right-hand corner.
 - 3) In the pop-up window that appears, enter Client's name.
 - 4) Click "**START CHAT**" to be placed in line to speak to a Sales representative.
- Most of IBM's common upgrades or services are readily available through the Bluemix UI.
- If a question or issue requires the IBM support specialist to log into Client's account, Client will first need to create a Support Ticket. Without a Support Ticket, all responses will be informational-only and IBM will not be able to log into Client's servers since Client has not provided documented permission.

METHOD 4 – Phone

Obtain Client support for general questions on Infrastructure Service tools and services at:

- In North America: 1-866-403-7638.
- Outside North America: (use country exit code) +1-214-442-0600.
- Before IBM can discuss information regarding an account, the caller must be verified as a Client authorized user for Client's account.

2. IBM Support Responsibility Matrix for Infrastructure Services

		Initial Setup	Troubleshoot	KnowledgeLayer	Basic Assistance
Devices	Bare Metal / Virtual Server	Automatically Deployed	✓	✓	✓
	Monitoring	Automatically Deployed	✓	✓	✓
Storage	Block / File	Client Configured	✓	✓	✓
	Object Storage	Client Configured	✓	✓	✓
	Content Delivery Network	Client Configured	✓	✓	✓
	Evault Backup	Client Configured	✓	✓	✓
	Virtual Private Network	Automatically Deployed	✓	✓	✓
Network	Gateway Appliances	Client Configured	✓	✓	✓
	Load Balancers	Client Configured	✓	✓	✓
	Direct Link	Client Configured	✓	✓	✓
	Security Software	Client Configured	✓	✓	✓
Services & Security	SSL Certificates	Client Configured	✓	✓	✓
	Domain Name Service	Client Configured	✓	✓	✓
Client	Client Data	Client Responsibility	Client Responsibility	N/A	Client Responsibility
	3 rd Party Software	Client Responsibility	Client Responsibility	N/A	Client Responsibility
	Client Owned Device	✓	Client Responsibility	N/A	Client Responsibility
	Offsite Servers	Client Responsibility	Client Responsibility	N/A	Client Responsibility

Note: ✓ means an IBM responsibility.

3. IBM Responsibilities

Listed below are IBM's responsibilities for Basic Support:

- IBM makes sure access is available to Client's server(s), as well as storage, networking, and security resource(s), on the public, private, and management (IPMI/KVM) interfaces at all times, except for planned maintenance periods, events of Force Majeure, where access has been restricted by Client's systems administrator or by IBM at Client's request, or as a result of conditions entitling IBM to suspend or terminate Infrastructure Services under the terms of Client's Agreement.
- IBM provides reasonable assistance in answering Client questions about, and assisting Client to troubleshoot issues relating to, datacenter network usage, including switches, routers, firewalls, etc.
- IBM offers Infrastructure "KnowledgeLayer" information service covering various topics, including information about devices, networks, services and resources.
- IBM, via Standard Support, provides Client support functions ranging from "Initial Setup" for automatically deployed devices, and "Troubleshoot", "KnowledgeLayer", and "Basic Assistance" on IBM servers and devices on a limited basis, as outlined in the IBM Support Responsibility Matrix above.
- IBM uses commercially reasonable efforts to escalate issues that are deemed to be the responsibility of an external vendor (a third party for which IBM acts as an order taker on behalf of Client) if IBM is unable to resolve the issue with IBM personnel (e.g., a question may be posed for which the vendor-provided documentation does not cover or provide an answer, or a behavior may be observed which appears inconsistent with the vendor-provided documentation). IBM provides reasonable efforts to replace failed hardware and hardware components located within IBM data centers in accordance with the terms of the applicable Infrastructure Service Level Agreement.

- f. IBM offers standard monitoring services to ensure users are always aware of any issues with their devices. Upgraded monitoring services are also available for an additional fee.
- g. IBM staff, where applicable, confirms that the product or service is working as specified and provides general guidance. Note that IBM cannot make configuration changes, manipulate Client data, or customize the product or service.

4. Client Responsibilities

Listed below are Client's responsibilities for Basic Support:

- a. Configuration of Client's servers, load-balancers, and gateway appliances.
- b. If questions or other Client support is required on eligible Infrastructure Services, Client is required to limit contact with IBM to the four methods discussed in this Appendix C and illustrated in the IBM Support Responsibility Matrix.
- c. Questions or issues that an end user has regarding Infrastructure Services should be addressed by Client. Client alone is authorized to request Basic Support from IBM.
- d. Client personnel should review existing IBM tickets before submitting a new ticket. This will help prevent redundant requests for Client support and thereby help speed resolution of an existing ticket.
- e. Client should designate a single Client authorized user, whether a Client or contractor employee, to act as Client's support focal point who IBM can contact to resolve conflicts pertinent to support between different Client authorized users.
- f. Client should configure Client's account so that IBM notifications are sent to actively monitored Client email aliases. These email accounts should be covered by more than one person so that urgent notifications are not missed.
- g. Client must provide authorization for actions that IBM requests permission to take (e.g., permission to access Client's account to troubleshoot an issue or to perform a requested action). While Client is permitted to involve IBM personnel who are not part of IBM Client support (e.g., IBM Sales or IBM Technical personnel) to assist Client when working with IBM Client support, permissions must come directly from Client.
- h. Client should be prompt and comprehensive when providing IBM information to ensure an efficient process. Troubleshooting issues will require detailed usage and error message information to ensure accurate and swift identification of the root cause of the Client support request (e.g., all cases of reported network issues will require Client to provide some basic telemetry and troubleshooting information, such as trace route and ping tests).
- i. Client is solely responsible for managing backups. IBM cannot backup Client's data or systems for Client in any way. Additionally, IBM is unable to restore any data from backups taken by Client's team.
- j. Configuration and maintenance of Client's load balancers is the responsibility of Client's system administrator. Subject to the terms of the applicable Infrastructure Service Level Agreement, IBM Client support will monitor and maintain the overall availability of load balancers that IBM provides as part of the Infrastructure Services.
- k. Client and its Client authorized users alone are responsible for maintaining Client's account user names and passwords.

*** **Appendix C** ***

APPENDIX D

Contact Information for Platform Services

1. How to Use the Contact Methods

Basic Support delivers two categories of Client support for Platform Services, each having the specific contact methods outlined below. The only assured and most effective way to reach IBM for a particular Client support request is to follow the contact methods described below:

METHOD 1 – Online Information

If a query or issue will benefit from reviewing more in-depth information or best practices employed by other clients, visit one of IBM's on-line information sources:

- Bluemix Documentation (<https://bluemix.net/docs/>)
- An online support forum is available at no charge at <https://developer.ibm.com/bluemix/> or on Stack Overflow at <http://stackoverflow.com/questions/tagged/bluemix>. IBM's development and support staff monitors both forums.

METHOD 2 – Ticket

Client support requests of a technical nature that require an in-depth investigation:

- Creating a ticket:
 - 1) Log into the Bluemix UI (<https://bluemix.net> for clients with both Infrastructure and Platform Services)
 - 2) Select "**Add Ticket**" in the **Support** drop-down menu.
 - 3) Fill out the Add Ticket form completely.
- Once a ticket has been created, it will be placed in line to be assigned to an IBM support engineer. Upon assignment, the engineer will update the ticket advising that the issue raised in the ticket is being reviewed.
- Additional contact for Client support just after submitting a ticket will not expedite this process. Tickets are handled in the order in which they are received.
Note: A delay in response will occur if Client adds subsequent remarks to the ticket before receiving an initial response from IBM. The ticketing system orders the responses to requests based on the timestamp of the last Client update and NOT the original ticket creation date and time.
- **Special Exception for Security Vulnerability.** An exception to the above policy would be if Client suspects a security vulnerability. In the event of a suspected security vulnerability, IBM requests Client:
 - 1) Open a Severity 1 ticket, or the highest level for the support tier Client purchased, using the Bluemix Support channels described above.
 - 2) Provide details of the potential security vulnerability by including one of the following:
 - a. Provide a phone number where Client can be reached to discuss the issue, and
 - b. Encrypt the details as a block of text in the body of the ticket and provide instructions as to how IBM Support can contact Client securely, to obtain decryption instructions.
 - 3) Make clear in the ticket summary that it is about a potential security vulnerability.

*** Appendix D ***

*** End of Support Policy ***