

Service Description

IBM NS1 Connect

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order. Upon acceptance of Client's order, this Service Description and the Cloud Services Agreement found at <http://www.ibm.com/terms/csa> (or equivalent agreement for Cloud Services between the parties) applies to Client's use of the Cloud Services.

1. Cloud Service

IBM NS1 Connect is a cloud-based authoritative Domain Name System ("DNS") service that includes traffic steering functionality. The Cloud Service constitutes a unified delivery platform for IBM's DNS application for traffic automation and intelligence capabilities.

The Cloud Service includes access to:

- A centralized cloud-based management portal;
- An open application programming interface ("API") framework; and
- Integrations with third-party ecosystems.

Subject to proper configuration and delegation of DNS records by the Client, IBM NS1 Connect will respond to DNS queries via IBM's infrastructure.

The Cloud Service includes the following features:

- A global Anycast DNS network for query resolution;
- Support for Domain Name System Security Extensions ("DNSSEC") for zone signing;
- Capability to host DNS zones in either primary or secondary configurations;
- HTTP URL Redirect functionality;
- Security features include, but not limited to, two-factor authentication, audit logging, and role-based access controls.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM NS1 Connect Essentials

IBM NS1 Connect Essentials provides a cloud-based authoritative DNS service designed for individuals and small organizations. This Cloud Service includes the following entitlements per calendar month:

- Thirty million (30,000,000) DNS queries;
- One thousand (1,000) DNS records;
- One (1) Filter Chain;
- Two (2) Monitors;
- Five (5) HTTPS Redirect source URLs.

This offering also includes access to the Data Sets feature.

1.1.2 IBM NS1 Connect Standard

IBM NS1 Connect Standard provides a cloud-based authoritative DNS service intended for mid-sized organizations. This Cloud Service includes the following entitlements per calendar month:

- Fifty million (50,000,000) DNS queries;
- One thousand (1,000) DNS records;
- One (1) Filter Chain;
- Two (2) Monitors;
- Fifty (50) HTTPS Redirect source URLs.

This offering also includes access to Data Sets and Zone Backup/Restore features.

Client will be charged on a Pay per Use basis for DNS queries that exceed what is included with this Standard edition Access entitlement. Alternatively, Client may expand use by acquiring additional Request entitlements via the optional add-on IBM NS1 Connect Standard 10M Query.

1.1.3 IBM NS1 Connect Managed DNS Premium

IBM NS1 Connect Managed DNS Premium provides a cloud-based authoritative DNS service designed for large organizations with advanced DNS requirements.

To enable this offering, the Client must obtain two separate entitlements:

- Request Entitlements, which authorize the provision of DNS query capacity; and
- Record Entitlements, which authorize the provision of DNS record capacity.

This offering includes the following additional features:

- Unlimited HTTPS Redirect source URLs;
- Access to the Data Sets feature;
- Access to the Zone Backup/Restore feature.

1.2 Optional Services

1.2.1 IBM NS1 Connect Essentials Query Add-on

This Cloud Service Add-On entitles the Client to an increase of ten million (10,000,000) DNS queries per calendar month, in addition to the base entitlement provided under the IBM NS1 Connect Essentials offering. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Essentials offering.

1.2.2 IBM NS1 Connect Standard Spike Protection

This Cloud Service Add-On excludes from billing any DNS queries received on a day during the billing period in which the total number of queries exceeds three hundred percent (300%) of the average daily queries received over the preceding seven (7) days, and any queries that result in an NXD response. The Request entitlement for this Add-On must match the Client's Request entitlement for IBM NS1 Connect Standard. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Standard offering.

1.2.3 IBM NS1 Connect Standard 10M Query

This Cloud Service Add-On entitles the Client to an additional ten million (10,000,000) DNS queries per calendar month, in addition to the base entitlement provided under the IBM NS1 Connect Standard offering. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Standard offering.

1.2.4 IBM NS1 Connect Standard Records

This Cloud Service Add-On entitles the Client to an increase in the number of DNS records that may be configured and managed within the IBM NS1 Connect service. Each unit of this Add-On enables the Client to configure and manage one thousand (1,000) DNS records, in addition to the base entitlement provided under the IBM NS1 Connect Standard offering. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Standard offering.

1.2.5 IBM NS1 Connect Standard Filter Chains

This Cloud Service Add-On provides the Client with the ability to configure and utilize additional Filter Chains within the IBM NS1 Connect service. Each unit of this Add-On entitles the Client to the use of one (1) Filter Chain, in addition to the base entitlement provided under the IBM NS1 Connect Standard offering. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Standard offering.

1.2.6 IBM NS1 Connect Standard Monitors

This Cloud Service Add-On provides the Client with the ability to configure and utilize additional Monitors to assess the health and availability of endpoints. Each unit of this Add-On entitles the Client to the use of one (1) Monitor, in addition to the base entitlement provided under the IBM NS1 Connect Standard offering. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Standard offering.

1.2.7 IBM NS1 Connect Managed DNS - Monitors

This Cloud Service Add-On provides the Client with the capability to configure and execute tests that collect health and performance data from designated devices or endpoints. The data collected may be utilized within the IBM NS1 Connect platform to inform traffic steering and DNS response behavior. Each NS1 Connect Managed DNS Job entitles the Client to the use of one (1) NS1 Connect Monitor. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.8 IBM NS1 Connect Managed DNS - Filter Chains

This Cloud Service Add-On provides the Client with the ability to configure logic-based Filter Chains used to evaluate DNS queries and determine traffic routing based on defined criteria, such as geographic location, endpoint health, or performance metrics. Filter Chains operate within the IBM NS1 Connect platform to support intelligent traffic steering. Each NS1 Connect Filter Chain Resource Unit entitles the Client to the use of one (1) Filter Chain. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.9 IBM NS1 Connect DDoS Overage Protection

This Cloud Service Add-On provides the Client with protection against overage charges resulting from short-term spikes in DNS query volume typically associated with distributed denial of service (DDoS) attacks. IBM will evaluate and exclude from billing any DNS queries received on a day during the billing period in which the total number of queries exceeds three hundred percent (300%) of the average daily Requests received over the preceding seven (7) days.

The Request entitlement for this Add-On must match the aggregate of the Client's Request entitlements for both IBM NS1 Connect Managed DNS Premium and IBM NS1 Connect DNS for China, if both services are enabled.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.10 IBM NS1 Connect NXD Waiver

This Cloud Service Add-On provides that DNS queries resulting in a DNS status response of "non-existent domain" (NXD) will not count toward the Client's Request entitlement.

The Request entitlement for this Add-On must match the aggregate of the Client's Request entitlements for both IBM NS1 Connect Managed DNS Premium and IBM NS1 Connect DNS for China, if both services are enabled. This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.11 IBM NS1 Connect Enhanced Monitor Interval

This Cloud Service Add-On enables the Client to configure Managed DNS Monitors to perform health checks at intervals as low as five (5) seconds. Without this entitlement, the minimum configurable interval is thirty (30) seconds.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.12 IBM NS1 Connect Vanity Name Server

This Cloud Service Add-On enables the Client to configure and use custom name servers under domain names controlled by the Client, which resolve to IBM NS1 Connect Cloud Service name servers.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.13 IBM NS1 Connect Dedicated DNS Small

This Cloud Service Add-On provides the Client with a standalone, single-tenant authoritative DNS infrastructure. Each Location entitlement includes a small DNS server that is physically and logically isolated from infrastructure serving other Clients. Each server supports up to two and a half million (2,500,000) DNS records and ten billion (10,000,000,000) DNS queries per month.

Each DNS query to a dedicated DNS Point of Presence (PoP) is considered a Request under the IBM NS1 Connect Managed DNS entitlement.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.14 IBM NS1 Connect Dedicated DNS Large

This Cloud Service Add-On provides the Client with a standalone, single-tenant authoritative DNS infrastructure. Each Location entitlement includes a large DNS server that is physically and logically isolated from infrastructure serving other IBM clients. Each server supports up to fifty million (50,000,000) DNS records and seventy-five billion (75,000,000,000) DNS queries per month.

Each DNS query to a dedicated DNS Point of Presence (PoP) is considered a Request under the IBM NS1 Connect Managed DNS entitlement.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.15 IBM NS1 Connect DNS for China

This Cloud Service Add-On provides the Client with access to IBM NS1 Connect Managed DNS name servers located within mainland China.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.16 IBM NS1 Connect DNS Insights

This Cloud Service Add-On enables advanced data collection and analytics of DNS queries received by the Cloud Service on behalf of the Client.

The Request entitlement for this Add-On must match the Client's Request entitlement for IBM NS1 Connect Managed DNS.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.17 IBM NS1 Connect RUM Traffic Steering Standard

This Cloud Service Add-On enables the Client to configure DNS records such that the Cloud Service dynamically determines DNS responses based on real user monitoring (RUM) data.

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium offering.

1.2.18 IBM NS1 Connect RUM Traffic Steering Advanced

This Cloud Service Add-On includes all capabilities of the RUM Traffic Steering Standard Add-On and additionally enables the Client to configure and use private real user monitoring tests. These tests measure the latency and availability of targeted applications, websites, or content delivery networks (CDNs).

This Add-On is available exclusively to Clients subscribed to the IBM NS1 Connect Managed DNS Premium 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 applies to IBM's processing of personal data on behalf of Client.

<https://www.ibm.com/terms/?id=38102B57828949749B2D555C0892E31A>

IBM does not commit to full implementation of the requirements included within the IBM Data Security and Privacy Principles, as referenced in the base Cloud Service terms and the Data Processing and Protection Data Sheet.

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the 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 100%	5%
Less than 99.95%	10%
Less than 99.90%	15%
Less than 99.85%	20%
Less than 99.80%	25%
Less than 99.75%	30%
Less than 99.70%	35%
Less than 99.65%	40%
Less than 99.60%	45%
Less than 99.55%	50%

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

3.1.1 Additional SLA Terms

Service Down means that the Cloud Service was not able to resolve the DNS Queries (as defined below) it receives to appropriately configured DNS records 100% of the time.

The Service Down period is the time measured from the time the Cloud Service failed to resolve the DNS Queries it received to appropriately configured DNS records until the time the Cloud Service is restored, proportionate to the number of impacted Cloud Service locations. It does not include time related to a scheduled or announced maintenance outage; causes beyond IBM's control; problems with Client content or third party content or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing.

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/>.

3.2.1 Optional Support Offerings

Additional support options are available for this Cloud Service. If Client selects to order an optional support offering, the terms defined in the Optional Support Offerings Service Description at <https://www.ibm.com/terms/?id=i126-9789> will apply to the support offering specified in Client's TD.

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:

- Request is the act by the Client authorizing IBM to perform a service submitted to or managed by the Cloud Services.
 - For IBM NS1 Connect Managed DNS, a Request means 10 million queries which are requests for authoritative DNS information made to an IBM NS1 Connect Managed DNS or IBM NS1 Connect Dedicated DNS nameserver.
 - For IBM NS1 Connect Essentials, a Request means 10 million queries which are requests for authoritative DNS information made to an IBM NS1 Connect Managed DNS nameserver.
 - For IBM NS1 Connect Standard, a Request means 10 million queries which are requests for authoritative DNS information made to an IBM NS1 Connect Managed DNS nameserver.

- For IBM NS1 Connect DNS for China, a Request means 10 million queries which are requests for authoritative DNS information to an IBM NS1 Connect DNS for China nameserver.
- Interaction is a digital interaction with an application captured by the Cloud Service. For the purpose of this Cloud Service, an Interaction means 1 million DNS queries for which RUM (real user metrics) or route map data can be used to determine the best possible outcome, or 1 million measurements ingested to the NS1 platform, whichever is higher for a given billing period.
- Record is a set of unique attributes for a specific item that is managed by, processed by, or related to the use of the Cloud Service. For the purpose of this Cloud Service, a Record is 1,000 DNS resource record sets that contains one or more sets of data (called Answers) within a DNS zone.
- Access is the right to access the functionality of the Cloud Services.
- Location is a single physical site corresponding with a business address for such physical site accessing the Cloud Services. For the purpose of this Cloud Service, a Location is a DNS Server where such DNS server is a single-tenant DNS server that is physically and logically separate from the multi-tenant IBM NS1 Connect Managed DNS infrastructure shared by other IBM clients.
- Job is an object within the Cloud Services that cannot be further divided and represents a computing process including all its sub-processes managed or processed by the Cloud Services.
 - For IBM NS1 Connect Managed DNS, a Job is a Monitor which is a test that collects health and performance data from a specific device or endpoint and then sends that data back to the NS1 Connect platform.
 - For IBM NS1 Connect DNS Insights, a Job is a Policy which is a set of rules determining which data is collected and processed by an IBM NS1 Connect DNS Insights agent.
- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service. For the purpose of this Cloud Service, the Resource is a Filter Chain which is a traffic steering configuration associated with a DNS Record that allows users to specify how the NS1 platform should process incoming requests to a DNS record with multiple answers. Each Resource Unit entitles the Client to one (1) Filter Chain.

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 Specific Use Restrictions

Without limiting the foregoing, Client will not attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures relating to the Cloud Service without the express written consent of IBM in each instance.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content or that otherwise identify Client. IBM may however use Content and other information that result from Content as part of the Cloud Service for the purpose of providing, managing and improving the Cloud Service and other Cloud Services that utilize the same underlying technology. IBM may share threat identifiers and other security information embedded in Client personal data for threat detection and protection purposes. The provisions of this section will survive the termination or expiration of the transaction.