

### **MIBB Technology Expert Labs – Expertise Connect MIBB Cloud (“MIBB ELS”)**

The services described herein are governed by the terms and conditions of the agreement specified in the Order Document for MIBB Technology Expert Labs Services ("Order Document"). If there is a conflict between the terms in the documents, the terms of the Order Document prevail over those of this document, and the terms of this document prevail over those of the agreement specified in the Order Document ("the Agreement").

Capitalized terms not otherwise defined in this document are defined in the Agreement, or any other referenced document, and have the same meaning in this document as ascribed to them therein.

#### **1. Acceleration Service**

Please note that MIBB will endeavor to deliver these services in the local language where possible, but the default language used for their delivery is English.

The Client may select from the following available services.

##### **1.1 MIBB Expert Labs Expertise Connect MIBB Cloud**

This service provides access to MIBB's Cloud expert resources remotely on a supplemental basis, during all phases of a project lifecycle after the Client is onboarded to the MIBB Support Portal. This Cloud Service provides expertise for advisory type consultation to define or expand use cases, plan deployments, guide implementations and optimize IT operation across key MIBB Cloud technology areas. MIBB will provide access to a Cloud Architect for up to 40 hours per month for the duration of the contract period, to address the following types of activity:

During this service, the Client may request assistance with the following types of activities:

- MIBB Cloud use case definition and/or expansion;
- Validating MIBB Cloud solution designs for interoperability, performance, and security;
- Technical reviews of MIBB Cloud deployments;
- Transformation guidance and road mapping to the latest MIBB Cloud technologies;
- Upgrade guidance and readiness assessments;
- MIBB Cloud best practices sharing;
- Build the client team's competency on making the most of MIBB Cloud;
- MIBB will make recommendations on best practices specific to Client technical environment and operations; and
- Custom tech talks on key topics tailored to the client's MIBB Cloud journey.

Client may select one (1) of the following focus areas:

- MIBB Cloud Platform, which includes expertise sharing such as:
  - (1) Overall MIBB Cloud Platform;
  - (2) VMware;
  - (3) Distributed Cloud (Satellite);
  - (4) Container Platform (ROKS); and
  - (5) MIBB Cloud Networking.
- MIBB Cloud for Regulated Industries, which includes expertise sharing such as:
  - (1) Cloud for Financial Services;
  - (2) High Performance Compute; and

## Service Description

(3) Security & Compliance.

- MIBB Cloud Native Applications, which includes expertise sharing such as, Modernization.

### 2. Deliverables

All Deliverables (if any) are designated as Project Materials as defined within the Agreement.

### 3. Data Processing Protection

Client agrees that no Client personal data will be provided to MIBB for processing on behalf of the Client. In the event of a change, Client will notify MIBB in writing and MIBB's Data Privacy Notice will apply to MIBB's processing of such personal data of behalf of Client and incorporated into the Agreement.

### 4. Charges

The charge for this Service Description is specified in the applicable Order.

### 5. IBM Requirements

The Client acknowledges and agrees that:

- a. the MIBB ELS provided under this Agreement are for Client's internal use only and may not be remarketed, resold, or otherwise distributed;
- b. IBM shall have the right to enforce any obligations, rights, and licenses granted under this Agreement to the extent applicable;
- c. Client's sole and exclusive remedy for any claims, losses, or damages arising from or related to the MIBB ELS shall be against MIBB only, and not IBM; and
- d. no obligation or liability shall be imposed on IBM under this Agreement unless IBM has expressly consented to such obligation or liability in writing.