



## IBM Cloud Services Description Addendum

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This IBM Cloud Service Description Addendum (IBM Cloud Addendum) modifies and provides additional terms regarding Cloud Services provided by IBM that Client acquires from an IBM Business Partner. By placing an order with the IBM Business Partner for the Cloud Service, Client agrees to the terms of this IBM Cloud Addendum, the applicable Service Description for such Cloud Service, and the IBM Cloud Service Agreement (or equivalent Cloud Service terms between Client and IBM). IBM will enable the Cloud Service upon receipt of an executed order from Client's IBM Business Partner.

### 1. Technical Support

Client acknowledges that all technical support specified for the Cloud Service Client acquired from an IBM Business Partner will be provided directly by the IBM Business Partner under the terms of the agreement between Client and the IBM Business Partner and not by IBM. Any description of technical support in the applicable Service Description will not apply regarding IBM's delivery of such Cloud Services. Requests for support should be submitted directly to Client's IBM Business Partner and not IBM.

Notwithstanding anything to the contrary in the Service Description, Client agrees to use the Business Partner's system (and not IBM's) to enter Client's support requests.

IBM is not responsible for and disclaims all liabilities due to any impact to Client or to Client's use of the Cloud Service based upon the technical support that the IBM Business Partner is responsible for or for support requests inadvertently sent to IBM.