



## IBM Terms of Use – SaaS Specific Offering Terms

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### IBM Security AppScan Mobile Analyzer

The Terms of Use (“ToU”) is composed of this IBM Terms of Use - SaaS Specific Offering Terms (“SaaS Specific Offering Terms”) and a document entitled IBM Terms of Use - General Terms (“General Terms”) available at the following URL: [www.ibm.com/software/sla/sladb.nsf/sla/tou-gen-terms/](http://www.ibm.com/software/sla/sladb.nsf/sla/tou-gen-terms/).

In the event of a conflict, the SaaS Specific Offering Terms prevail over the General Terms. By ordering, accessing or using the IBM SaaS, Customer agrees to the ToU.

The ToU is governed by the IBM International Passport Advantage Agreement, the IBM International Passport Advantage Express Agreement, or the IBM International Agreement for Selected IBM SaaS Offerings, as applicable (“Agreement”) and together with the ToU make the complete agreement.

#### 1. IBM SaaS

The following IBM SaaS offering is covered by these SaaS Specific Offering Terms:

- IBM Security AppScan Mobile Analyzer

#### 2. Charge Metrics

The IBM SaaS is sold under the following charge metric as specified in the Transaction Document:

- a. Application Instance is a unit of measure by which the IBM SaaS can be obtained. An Application Instance entitlement is required for each instance of an Application connected to the IBM SaaS. If an Application has multiple components, each of which serves a distinct purpose and/or user base, and each of which can be connected to or managed by the IBM SaaS, each such component is considered a separate Application. Additionally, test, development, staging, and production environments for an Application are each considered to be separate instances of the Application and each must have an entitlement. Multiple Application instances in a single environment are each considered to be separate instances of the Application and each must have an entitlement. Sufficient Entitlements must be obtained to cover the number of Application Instances connected to the IBM SaaS during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

#### 3. Charges and Billing

The amount payable for the IBM SaaS is specified in a Transaction Document.

##### 3.1 Pay as you Go

Pay as you Go options will be invoiced in the month following when the service is used at the rate specified in the Transaction Document.

#### 4. Technical Support

Technical support for IBM Security AppScan Mobile Analyzer is available in two forms:

##### 4.1 Forum Support

All clients of the Cloud Service are provided forum support which is monitored regularly by IBM support representatives and developers.

- a. Ask Questions:  
<https://developer.ibm.com/answers/questions/ask/?topics=appscan-mobile-analyzer>
- b. View Current Posts:  
<https://developer.ibm.com/answers/topics/appscan-mobile-analyzer/>

##### 4.2 Standard Support

Standard support is available during the period of time in which the client incurs Pay as you Go charges. From within the Cloud Service, clients can submit a support ticket or open a chat session for assistance. For more information about support procedures, please consult the IBM support web portal at:

<https://support.ibmcloud.com> or the IBM SaaS Software Support Handbook at:  
[ibm.com/software/support/acceleratedvalue/SaaS\\_Handbook\\_V18.pdf](http://ibm.com/software/support/acceleratedvalue/SaaS_Handbook_V18.pdf)

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	<b>Critical business impact/service down:</b> 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	24x7
2	<b>Significant business impact:</b> A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	Within 2 business hours	M-F business hours
3	<b>Minor business impact:</b> Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 4 business hours	M-F business hours
4	<b>Minimal business impact:</b> An inquiry or non-technical request	Within 1 business day	M-F business hours

### 4.3 Access to Customer Data

IBM will be able to access customer data for the purpose of diagnosing issues with the service, and facilitating scans of your application by the service. IBM will access the data only for the purposes of fixing defects or to provide support for IBM products or services.

## 5. IBM SaaS Offering Additional Terms

The Cloud Service is designed to identify a variety of potential security and compliance issues in mobile applications and mobile web services. It does not test all vulnerabilities or compliance risks, nor does it act as a barrier to security attacks. Security threats, regulations and standards continually change, and the Service may not reflect all such changes. The security and compliance of Customer's mobile application, systems and employees, and any remedial actions, are Customer's responsibility alone. It is solely within Customer's discretion to use or not use any of the information provided by the Service.

### 5.1 Cookies

Customer is aware and agrees that IBM may, as part of the normal operation and support of the IBM SaaS, collect personal information from Customer (your employees and contractors) related to the use of the IBM SaaS, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our IBM SaaS for the purpose of improving user experience and/or tailoring interactions with Customer. Customer confirms that it will obtain or have obtained consent to allow IBM to process the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Customer's employees and contractors to access, update, correct or delete their collected personal information.

### 5.2 Derived Benefit Locations

Where applicable, taxes are based upon the location(s) Customer identifies as receiving benefit of the IBM SaaS. IBM will apply taxes based upon the business address listed when ordering an IBM SaaS as the primary benefit location unless Customer provides additional information to IBM. Customer is responsible for keeping such information current and providing any changes to IBM.

## Appendix A

### 1. General Description of the IBM SaaS

#### **IBM Security AppScan Mobile Analyzer**

This service identifies security issues at the code level of Android mobile applications. It allows a developer to scan for security vulnerabilities without the need to supply the application code. At the end of the scan the service generates a security report that includes details of detected vulnerabilities, the potential security risks to the mobile application caused by these vulnerabilities, with suggestions for how to fix them.