

SOFTLAYER®

January 17th, 2023

To Whom It May Concern,

Please regard this as a letter of assurance that the SOC 1 Type II is being preserved in use by SoftLayer (IBM Cloud Infrastructure Services) for the period November 1st, 2022, through April 30th, 2023.

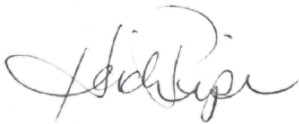
SoftLayer represents that, to the best of its knowledge:

We have designed and maintained throughout the reporting period, effective controls and procedures ("internal controls") with respect to Platform Services that are intended to provide reasonable assurance regarding the adequacy and accuracy of the reported information. With respect to these internal controls and as of October 31st, 2022:

- We have reviewed and evaluated the design and the operation of the internal controls described in the SOC 1 Type II Report for the period ended October 31st, 2022.
- There have been no significant changes in internal controls pertaining to Platform Services, including but not limited to those described in the SOC 1 Report, subsequent to the date of the 2022 SOC 1 Type II Report (11.01.21-10.31.2022) that have materially affected, or are reasonably likely to materially affect the internal controls pertaining to our operations.
- There has been no fraud, whether or not material, that involves management or other employees who have a significant role in the internal controls described in the 2022 SOC 1 Type II Report (11.01.21- 10.31.2022).
- This letter is not intended to be a substitute for the SOC 1 Type II report

Sincerely,

Signature:



Printed Name: Heidi Piper

Title: Director, IBM Public Cloud Security and Compliance

IBM Public Cloud Infrastructure Services (SoftLayer)