

**SAP Cloud Application Services
Supplemental Terms and Conditions**

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to the SAP Cloud Application Services for SAP HANA Enterprise Cloud, Advanced Edition (“HEC Advanced Edition”); RISE with SAP S/4HANA Cloud, private edition; SAP ERP, private cloud edition; RISE with SAP S/4HANA Cloud, private edition, tailored option; and SAP ERP, private cloud edition, tailored option (“CAS” or “Cloud Service”) to which Customer is subscribed. Any documents referenced in this Supplement are available upon request. For the purposes of this Supplement, “Private Cloud Edition Services” shall collectively refer to RISE with SAP S/4HANA Cloud, private edition and SAP ERP, private cloud edition, and “Tailored Option Services” shall collectively refer to RISE with SAP S/4HANA Cloud, private edition, tailored option; and SAP ERP, private cloud edition, tailored option.

1. CLOUD SERVICE

- 1.1. The following CAS for HEC Advanced Edition, Private Cloud Edition Services, and Tailored Option Services are available: (i) SAP Cloud Application Services packages which are fixed scope packages (“CAS Package(s)”), and (ii) SAP Cloud Application Services for customer specific scope (“Customer Specific CAS”). The Usage Metric/scope for each CAS Package are set forth in Section 2 below, and the Usage Metrics/scope for Customer Specific CAS are set forth in the Order Form for HEC Advanced Edition and Tailored Option Services, and in the respective Customer Specific CAS order form for Private Cloud Edition Services.
- 1.2. The services and scope for the CAS services are described in the Service Description Documentation for HEC Advanced Edition and Tailored Option Services, and in the CAS Service Description Guide for the Private Cloud Edition Services.

2. CAS PACKAGES

The Usage Metric for the CAS Packages is an Entitlements Package. The scope and services included in an Entitlements Package for each of the CAS Packages are set forth below.

CAS Package	Scope for one Entitlements Package
SAP Cloud Application Services for application operations	Up to 24 Tickets/year (A Ticket is the electronic documentation of any support request addressed by Customer to SAP. Each Ticket is identified by a number at the point of time it is created. The Ticket number will be the single reference to the Customer’s request.)
SAP Cloud Application Services for release version upgrades	1 system landscape
SAP Cloud Application Services for application monitoring	Up to 40 service elements
SAP Cloud Application Services for regression testing	200 transactions/units of Fiori 1 regression test cycle/year
SAP Cloud Application Services for cloud integration testing	Up to 10 integration flows prior to every update by SAP to SAP Cloud
SAP Cloud Application Services for data volume optimization	1 productive S/4HANA system
SAP Cloud Application Services for application security updates	1 productive system
SAP Cloud Application Services for SAP BTP core operations	1 BTP Global Account and 3 Subaccounts

CAS Package	Scope for one Entitlements Package
SAP Cloud Application Services for core performance management	1 productive S/4HANA or ERP system
SAP Cloud Application Services for utilities measurement concept management	1 BTP Global Account and 2 Subaccounts
SAP Cloud Application Services for core operations for SAP Cloud ALM	1 SAP Cloud ALM tenant
SAP Cloud Application Services for data quality optimization	1 productive S/4HANA system
SAP Cloud Application Services for application operations for SAP Teamcenter by Siemens	Up to 24 Tickets/year (A Ticket is the electronic documentation of any support request addressed by Customer to SAP. Each Ticket is given a number at the point of time it is created. The Ticket number will be the single reference to the Customer's request.)
SAP Cloud Application Services for SAP Pioneer technical operations	1 system landscape

3. ADDITIONAL TERMS

- 3.1. All CAS services are provided remotely and in English only.
- 3.2. SAP's provision of the Cloud Services is subject to Customer's reasonable cooperation and providing necessary information, authorizations and qualified resources for such activities, and Customer's prompt performance of its responsibilities set forth in the Agreement and the Documentation.
- 3.3. If SAP requires productive access in order to deliver CAS services, Customer authorizes SAP to create a temporary administrative user, with only the authorizations necessary, in the relevant client of the SAP System or relevant tenant of the SAP solution. The temporary administrative user will be auditable and identifiable within the SAP environment.