

**SAP PartnerEdge**  
**Sell Cloud Specific Terms and Conditions**  
**(Indirect Model)**

(together with the Sell Cloud Schedule and all documents referenced therein **"Sell Cloud Model"**)

**Article 1 Definitions and Interpretation (Indirect Model)**

**1. Definitions**

**"Cloud Terms"** has the meaning as defined in Article 8.

**"Cloud Services"** with regard to this Sell Cloud Model means any subscription based, SAP hosted, supported and operated on-demand solutions listed on the Price List which are made commercially available by SAP for reselling by authorized SAP resellers.

**"Discount Letter"** with regard to this Sell Cloud Model means the "SAP PartnerEdge Sell Cloud - Discount Letter" for this Sell Cloud Model applicable to the country in which End User is located which is published on SAP's partner-dedicated website or directly provided to Partner by SAP.

**"Price List"** with regard to this Sell Cloud Model means the "Price List for SAP Cloud Channel Partners" or any other price list provided by SAP under or in connection with this Sell Cloud Model applicable to the country in which End User is located which is published on SAP's partner-dedicated website or directly provided to Partner by SAP.

**"Product Family"** means an SAP product family which may comprise of one or several SAP software products or services as further set out in the applicable RSPI.

**"Program Requirements"** means certain minimum program entry requirements as well as ongoing program requirements, to be fulfilled by Partner, some of which are general PartnerEdge requirements, some of which are specific for the "Sell Engagement" and some of which are specific for the different "Cloud" Product Families, including, without limitation payment of the Program Fee(s), meeting certain minimum annual revenue requirements, upholding a Sell Authorization for at least one "Cloud" Product Family and other requirements as set out in detail in the PartnerEdge Program Guide and the RSPI.

**"Order Form"** with regard to this Sell Cloud Model means any SAP order form entered into by SAP and Partner for a specific End User specifying the Cloud Services, Services or both, including information on the End User, pricing, subscription term and other information necessary for the purchase and delivery of Cloud Services, Services or both to End User and including all documents referenced in the Order Form.

**"Order Form Effective Date"** means the date on which the Order Form becomes effective as stated in the Order Form, or, in the absence of an explicit effective date: the date of the latest signature.

**"SAP Cloud GTCs"** or **"Cloud GTCs"** means then-current version of the document "SAP Cloud General Terms and Conditions", as used by SAP for the provision of cloud services, which is made available on [www.sap.com/company/legal](http://www.sap.com/company/legal). The Cloud GTCs may be updated by SAP from time to time in the sense of a programmatic change within the meaning of Article 12 (Change to Terms) Nr.2 of Part 1 of the PartnerEdge GTCs. The version current at the time of the execution of the Sell Cloud Model is incorporated herein as Exhibit 1.

**"Sell Authorization"** means the specific training and qualification requirements for the products or services included in a "Cloud" Product Family that Partner wants to resell subscriptions for as set out in detail in the PartnerEdge Program Guide and the applicable RSPI.

**"Services"** with regard to this Sell Cloud Model means implementation, configuration, training, managed services and other similar supplemental services related to a Cloud Service performed by a member of the SAP Group or any of its subcontractors that are listed on the Price List (or any other pricing document applicable to the country in which End User is located which is published on SAP's partner-dedicated website or directly provided to Partner by SAP) as available for reselling by authorized SAP resellers and will be further described in an applicable Order Form or statement of work entered into by Partner and SAP.

**"SLA"** means the service level agreement made available on <http://www.sap.com/corporate-en/about/our-company/policies/cloud/service-level-agreement.html>. Where the SLA refers to the term "Customer" it shall be interpreted as a reference to the Partner.

**"Supplemental Terms"** means the product specific supplemental terms and conditions which include additional or different terms and conditions to those in the Cloud GTCs for the provision of specific Cloud Services which are made available on <http://www.sap.com/company/legal>.

**"Usage Metric"** means the usage parameters for determining the permitted access and use and calculating the applicable fees due for a Cloud Service as set forth in an Order Form.

2. Any terms not defined in this Sell Cloud Model will have the meaning ascribed to them in any other part of the Agreement (as defined in the Master Partner Agreement).
3. The headings in this Sell Cloud Model are for convenience only and are to be ignored in construing this Sell Cloud Model.
4. For clarification: Any reference in this SAP PartnerEdge Sell Cloud Model to a defined document is a reference to that defined document as amended, varied, novated or supplemented from time to time in line with Part 1 Article 12 "Change to Terms" of the SAP PartnerEdge GTCs.
5. Where the context so admits, the singular includes the plural and vice versa.
6. Any defined document referenced in this SAP PartnerEdge Sell Cloud Model will be provided by SAP upon request.

**Article 2 Engagement Model**

1. Upon Partner meeting the Program Requirements for the first time and subject to Partner's compliance with all Program Requirements at all times during the term of this Sell Cloud Model, SAP hereby grants to Partner and Partner hereby accepts from SAP the right to resell subscriptions for those Cloud Services for which Partner achieved and continues to uphold a successful Sell Authorization in its own name, at its own risk and for its own account to End Users located in the Territory (as defined in the Sell Cloud Schedule).
2. If Partner is authorized to resell subscriptions for certain Cloud Services hereunder, Partner may resell Services for the Cloud Services purchased from SAP in its own name, at its own risk and for its own account to End Users located in the Territory (as defined in the Sell Cloud Schedule).
3. Partner is solely responsible for accurately and completely representing the Cloud Services and Services resold hereunder. Partner assumes all financial and legal liability for the quality, reliability and accuracy of all representations and warranties made by Partner, its employees, agents and consultants beyond what is contained in the Documentation. Partner will give the SAP Group and its licensors appropriate credit for the ownership of the Cloud Services, Services, Documentation and other SAP Materials.
4. Partner will be solely responsible for setting its own prices vis-à-vis the End User for the reselling of the Cloud Services and the Services.

### **Article 3 Specific Order Processes and Requirements**

1. For ordering Cloud Services and, if applicable, Services from SAP, Partner and SAP will enter into End-User specific Order Forms based on SAP's standard documents containing all the required information and must comply with any then-current order process for the specific Cloud Service, Service or both. Where applicable, Partner agrees to use the electronic means provided by SAP for placing orders and for executing Order Forms.
2. With regard to each order for Cloud Services, Services or both for an End User, Partner must provide SAP with:
  - a) the name and address of the End User for whom the Cloud Services, Services or both are being ordered;
  - b) details of the Cloud Services, Services or both ordered for the End User, including, without limitation, the Usage Metric for each Cloud Service;
  - c) Partner's contact and billing information; and
  - d) any other data required by SAP in any then-current order process for the specific Cloud Services, Services or both.
3. SAP is free to accept the order and issue an Order Form offering to Partner. In particular SAP reserves the right to decline the order if SAP reasonably believes that SAP's Intellectual Property Rights may not be respected by the End User or the End User is a direct competitor of SAP.

### **Article 4 Changes to Usage Metric**

#### **1. Increasing Usage Metric**

Partner may purchase an increase of units of a Usage Metric at any time during the Initial Term or a Renewal Term of any Cloud Service by entering into a mutual addendum to the original Order Form or an additional Order Form which will become an integral part of the original Order Form. The term of the additional Usage Metric set out in the addendum or additional Order Form will be coterminous with the then-current Initial Term or Renewal Term of the relevant Cloud Service set forth in the original Order Form, irrespective of the effective date of the addendum or additional Order Form. The fees for the increase to a Usage Metric will be prorated accordingly to reflect the remaining period of then-current Initial Term or Renewal Term of the relevant Cloud Service. Any increase of units of a Usage Metric during the Initial Term or any Renewal Term of a Cloud Service will continue to apply for Renewal Terms of such Cloud Service, except as otherwise terminated or reduced according to Article 11 no. 4 (Termination for convenience).

#### **2. Reducing Usage Metric**

During the Initial Term or any Renewal Term of a Cloud Service, Partner is not entitled to reduce the Usage Metric set forth in an Order Form as originally executed, as increased as set out in this Article 4 no. 1 (Increasing Usage Metric) or as increased due to overuse as set out in this Article 4 no. 3 (Overuse of Usage Metric) or claim any reduction of the fees payable for a Cloud Service in one or several of the following cases:

- a) the End User uses less than the Usage Metric purchased by Partner for such End User;
- b) the End User does not pay Partner the fee unless Partner terminated the relevant Order Form in accordance with the contractual terms;
- c) the End User breaches or terminates its contract with the Partner; or
- d) other disagreements or discrepancies arise in the relationship between Partner and End User.

#### **3. Overuse of Usage Metric**

SAP will inform Partner about any actual use by End User in excess of the agreed volume subject to the Usage Metric stated in the Order Form and will provide and Partner will execute an addendum or additional Order Form with additional subscriptions covering the excess. Partner shall enforce its agreement with the End User and ensure that End User purchases the required subscriptions covering the excess. The fees shall accrue from the date the excess use began. The term of the additional Usage Metric set out in the addendum or additional Order Form will be coterminous with the then-current Initial Term or Renewal Term of the relevant Cloud Service set forth in the original Order Form, irrespective of the effective date of the addendum or additional Order Form. The fees for the additional Usage Metric will be prorated accordingly to reflect the remaining period of then-current Initial Term or Renewal Term of the relevant Cloud Service. Any increase of units of a Usage Metric purchased during the Initial Term or any Renewal Term of a Cloud Service will continue to apply for Renewal Terms of such Cloud Service, except as otherwise terminated or reduced according to Article 11 no. 4 (Termination for convenience).

### **Article 5 Delivery of Cloud Services and other Services (Indirect Model)**

1. SAP will grant access to the most current version of the agreed Cloud Services set forth in the applicable Order Form for an End User to such degree as SAP makes such Cloud Services generally available in the Territory, to the relevant End User on behalf of Partner ("**Delivery of Cloud Services**"). SAP's Delivery of Cloud Service is subject to the terms of the Order Form including any documents referenced to therein, in particular the Cloud GTCs, the SLA, the support description, and the Supplement(s) all subject to the stipulations in this Sell Cloud Model. Where these documents refer to the term "Customer", they shall be interpreted as referring to "Partner" for the purpose of the Delivery of Cloud Service. SAP will provide Services as described in the applicable Order Form or statement of work, including any documents referenced to therein, entered into by Partner and SAP to the relevant End User on behalf of Partner ("**Delivery of Services**"). The Delivery of Cloud Services and the Delivery of Services together are hereafter referred to as "**Delivery**".
2. With regard to the features, quality and functionality of the Cloud Services, the product description in the Order Form (including any documents referenced to therein), Documentation and the Price List is solely decisive. With regard to the features, quality and functionality of the Services the description in the Order Form or statement of work (including any documents referenced to therein) entered into by Partner and SAP is solely decisive.
3. Partner agrees that its purchase of subscriptions for any Cloud Services is neither contingent upon the delivery of any future functionality or features nor dependent upon any oral or written public comments made by SAP or any other member of the SAP Group, including any roadmaps, with respect to future functionality or features.
4. SAP will be entitled to suspend the delivery of any or all SAP Products to Partner or End User or both as further set out in this Sell Cloud Model as well as the PartnerEdge GTCs.

### **Article 6 Fee for Cloud Services and other Services**

#### **1. Payment and invoicing of fees**

- a) The general calculation basis for the fees for the Cloud Services and Services is stipulated in the Price List (or, in case of Services, any other pricing document applicable to the country in which End User is located which is published on SAP's partner-dedicated website or directly provided to Partner by SAP) and the applicable Discount Letter, and will be specified in each Order Form or, in case of Services, may also be specified in a statement of work.

- b) Partner will pay to SAP the fees for the Cloud Services agreed for any End User as set out in the corresponding Order Form. The fees for each order of Cloud Services as originally set out in the Order Form or as increased according to this Sell Cloud Model will be invoiced quarterly in arrears after the Order Form Effective Date, except as otherwise set forth in an applicable Order Form.
- c) Partner will pay to SAP the fee for the Services agreed for any End User as set out in the corresponding Order Form or statement of work. The fee for the Services as set out in an Order Form or statement of work will be invoiced in accordance with the payment terms set forth in the applicable Order Form or statement of work.
- d) If Partner is still in default of payment after a reasonable extension period set by SAP has passed, SAP may at its sole discretion, temporarily suspend End User's ability to access the Cloud Services in whole or in part, stop providing Services or both, until payment has been received.

## 2. Fee Increase

- a) SAP agrees that the fee for a Cloud Service will remain unchanged for the Initial Term.
- b) After the Initial Term, SAP reserves the right to increase the fee for Cloud Services as originally set out in an Order Form or as increased according to this Sell Cloud Model at the beginning of each Renewal Term upon three months' prior notice to Partner to the end of the Initial Term and to the end of any Renewal Term (as defined below) ("**Fee Increase**"). In case of a Fee Increase, Partner may terminate any affected Cloud Service by giving one month's prior written notice to the effective date of the Fee Increase. SAP will draw attention to this termination right in the fee increase notice.
- c) The first Fee Increase must not exceed the percentage by which the Index as defined below in subsection d) has increased (calculated on a cumulative year-over-year basis) compared to the value of the Index as of the Order Form Effective Date. Any subsequent Fee Increase will be limited to the percentage by which the Index has increased (calculated on a cumulative year-over-year basis) compared to the value of the Index that was used as the basis for the last prior fee increase for a Cloud Service.
- d) The index used to determine the Fee Increase is the index of mean gross monthly salaries of full-time employees in Germany in the information technology services sector (currently published in the quarterly figures by the German Federal Statistics Office at "Fachserie 16, Reihe 2.4, Gruppe J 62"). If the Index ceases to be existent, SAP may choose to replace the Index by applying a reasonably equivalent price index as published by any governmental agency or non-partner agency ("Replacement Index"). SAP will inform Partner of a change to a Replacement Index in writing. Partner may terminate any affected Cloud Service by giving one month's prior notice to the effective date of a Fee Increase based on a Replacement Index.
- e) Not raising any fee for a Cloud Service in a given year is not a waiver of SAP's right to do so.

## 3. Other Expenses

Partner will reimburse SAP for all reasonable, pre-approved (by Partner in writing) travel and related expenses incurred by SAP in performing any support or Services under or in connection with this Agreement.

## 4. Service Level Credits (Indirect Model)

Partner may offer to its End Users a service level agreement for the Cloud Services. Such service level agreement must be under terms not less restrictive than the SLA agreed between SAP and Partner in the Order Form. SAP will issue service credits to Partner subject to the provisions of the SLA and Cloud GTC for any service level claim made by an End User provided Partner notified SAP in writing within seven days of receipt of the End User claim. If SAP is required to pay service level credits due to SAP not meeting its system availability as further set out in the SLA and Cloud GTC, SAP will issue those service level credits to Partner in the next quarterly invoice. Partner must forward the service level credits issued by SAP to the End User immediately without deduction. Service level credits will be calculated based on the non-discounted subscription fees set out in the Order Form.

## Article 7 Tax

- 1. Each Party will be responsible for the payment of its own taxes.
- 2. All taxes based on income that are imposed, or may be imposed, by any federal, state or local government entities for payments received under or in connection with any part of this Agreement will be borne by the recipient of the payment ("**Recipient**").
- 3. If the Party making such payments ("**Payer**") is required by law to withhold income or corporation tax or a similar tax ("**Withholding Tax**") from any gross payment to the Recipient under or in connection with any part of this Agreement, Payer will be entitled to withhold or deduct such tax from the gross amount to be paid, if and to the extent that the Recipient may offset the withholding income and corporate tax liabilities according to the law of the country of residence of the Recipient against its income or corporate tax liabilities. However, Payer must use all endeavours to reduce any such withholding payable to the lowest possible rate subject to compliance with all applicable laws and double taxation treaties. Recipient will cooperate with Payer to the extent that is necessary to apply for such reduction, especially by, but not limited to, providing necessary forms to Payer or the relevant tax authority. Otherwise, Payer is entitled to withhold tax at standard rates according to the relevant laws. The Payer will in the case of any withholding of any Withholding Tax provide to the Recipient a receipt from the relevant tax authority to which such Withholding Tax has been paid. In case the Recipient under or in connection with any part of this Agreement is not entitled to offset the withholding income and corporate tax liability according to the law of the country of residence, Recipient and Payer will mutually agree in writing whether the Payer will be entitled to withhold taxes on account of the Recipient from the contractually agreed payments. The fact that such offset is not possible (or not possible in a specific year) must be notified by Recipient to the Payer.
- 4. All other taxes or charges of any kind (including but not limited to, customs duties, tariffs, excise, gross receipts, sales and use and value added tax) except income tax or corporation tax (or similar taxes) will be borne by the Payer. Partner must communicate to SAP its VAT or GST identification number(s) attributed by the country where Partner has established its business. SAP shall consider the Cloud Services and Services resold or provided under or in connection with this Agreement to be for Partner's business operations and provided to the location(s) of the Partner in accordance with the provided VAT or GST identification number(s). If any such tax or duty has to be withheld or deducted from any payment under or in connection with any part of this Agreement, Payer must increase payment under or in connection with any part of this Agreement by such amount to ensure that after such withholding or deduction, Recipient has received an amount equal to the payment otherwise required. Any applicable direct pay permits or valid tax-exempt certificates must be provided to SAP prior to the execution of the Sell Cloud Schedule.

## Article 8 License (Indirect Model)

- 1. Use rights for the Cloud Services that Partner agrees with SAP for a specific End User will be granted from SAP to Partner and by Partner to the End User. SAP delivers the Cloud Service on behalf of Partner to the End User as detailed in Article 5. SAP enters into an Order Form for Cloud Services with the Partner for a specific End User subject to the then current Cloud GTC, Supplement, SLA, Support Terms (together referred to as "**Cloud Terms**"), in consideration of the stipulations in this Sell Cloud Model, in particular this Article 8.

Partner must enter into a written agreement with each End User (“**End User Terms**”). SAP recommends that the End User Terms be under terms that are not less protective than the ones set out in the then-current Cloud Terms, but excluding any commercial terms therein. The Cloud GTCs current at the time of the execution of this Sell Cloud Model are attached hereto as Schedule 1.

2. The End User Terms must in any case include clauses reflecting the content of the following provisions of the then-current Cloud Terms (as well as the respective Definitions of terms used therein):

- a) The provision on SAP’s IP Rights **as detailed in section 10.1 of the Cloud GTC**, clarifying the Partner’s position as reseller.
- b) The provisions defining the responsibilities and obligations related to the Cloud Service and the End User’s Use of the Cloud Service **as detailed in the sections 2, the last three sentences of 3.1, 3.4, 3.5 of the Cloud GTC**.
- c) The provisions on customer data and personal data and customer responsibilities and obligations **as detailed in sections 4.1, 4.2, and 4.3 of the Cloud GTC**.
- d) The provision on confidentiality **as detailed in section 11.1 of the Cloud GTC**. In addition, Partner must include a clause that enables Partner and SAP to share information about Customer’s Use of the Cloud Service.
- e) The provision on export laws **as detailed in section 12.3 of the Cloud GTC**.
- f) The provision on notifications **as detailed in section 12.4 of the Cloud GTC**. In addition, Partner must include a provision that enables SAP to notify End User directly.
- g) The provision on assignment **as detailed in section 12.6 of the Cloud GTC**.

3. The End User Terms must in any case include the product specific Supplements and the support terms referenced in the Order Form and must in any case include the Service Level Agreement for the Cloud Service as referenced in the Order Form and in **section 3.2 of the Cloud GTC**.

4. In addition, the End User Terms must include the following provisions:

- a) A provision permitting SAP to audit the usage of the Cloud Service, in particular the number of End User’s Authorized Users (and other Usage Metrics and volumes defined in the Order Form), as to whether it complies with the Cloud Terms.
- b) A provision stating that any claim relating out of or in connection with the Cloud Service will be brought against the Partner and not a member of the SAP Group unless such claim exists by virtue of law.
- c) A provision stating that SAP acts as Partners subcontractor when delivering the Cloud Service.
- d) A data processing agreement in line with the respective requirements included in the Partner Edge Sell Cloud Schedule. SAP (and SAP’s subprocessors) may handle End Users data (including personal data) for the sole purpose of and only to the extent necessary for SAP: (i) to provide the Cloud Service (including without limitation preparing backup copies or performing penetration tests); (ii) to verify End User’s compliance with the use restrictions.
- e) A provision allowing SAP to directly inform / send notices to the End Users, as detailed in the Cloud GTC.

5. SAP has the right not to grant access to the Cloud Service as long as any of the adverse conditions are present as provided for in Article 6 (SAP’s obligation to deliver) of Part 1 of the PartnerEdge GTCs.

6. Partner must use its best endeavors to shield all members of the SAP Group from any liability arising out of or in connection with the use of End User of the Cloud Service.

7. SAP may temporarily suspend End User’s access to the Cloud Service to prevent damages it is sufficiently probable that the continued use of the Service in breach of contract by End User, the Authorized Users, or a third party using Customer’s access data may result in harm to the Service (including the security of the systems used to provide the Service), other SAP customers, or the rights of third parties in such a way that immediate action is required to avoid damages. If circumstances allow, End User shall be informed in advance in writing either by via the Partner or by SAP on behalf of the Partner.

8. Partner must ensure that the End User Terms agreed with the End User are legal, valid, binding and enforceable and that the obligations assumed by the Parties thereunder constitute legal, valid, binding and enforceable obligations.

9. Partner is obliged to enforce the terms of the End User Terms if the Partner becomes aware that the End User does not comply with the Cloud Terms incorporated therein. If Partner becomes aware of circumstances indicating a breach, Partner is obliged to thoroughly investigate and take required actions to enforce the Cloud Terms. Partner must inform SAP as soon as the Partner becomes aware of a breach or circumstances that indicate a potential breach.

10. Partner bears all consequences and costs resulting from breach of its duties set forth in the Agreement, especially if Partner did not conclude or enforce the Cloud Terms, if the terms of the Cloud Terms were less protective than the ones set out in the Order Form, if the Cloud Terms are not legal, valid, binding and enforceable and if the obligations assumed by the Parties thereunder do not constitute legal, valid, binding and enforceable obligations. Partner must inform SAP immediately if Partner or an End User terminated a cloud order as well as about the reasons for such termination.

11. Upon SAP’s request, Partner must provide a copy of the signed End User Terms to SAP (whereby blackening any references to commercial terms, especially prices). Partner must ensure that End User has given its consent for SAP to review the End User Terms.

#### **Article 9 Modification to Cloud Services**

The features of the Cloud Service and the SAP Policies may be enhanced and may be adapted by SAP as detailed in section 3.4 of the Cloud GTC (“Continuous Improvement”). Partner may allow End User to terminate an order for a particular Cloud Service in the event that a Continuous Improvement negatively affects the justified interests of End User so that End User can no longer reasonably be expected to adhere to the agreement with the Partner. In the event of an End Customer termination for said cause, Partner can terminate its affected Cloud Service in writing with a notice period of one month before the announced change is scheduled to take effect. SAP may provide through its regular updates optional new features for the Cloud Service, which may optionally be used, subject to the then-current applicable Product Supplement. SAP may provide the information / notice about the Continuous Improvement directly to the End User.

#### **Article 10 Maintenance Services (Indirect Model)**

1. SAP provides the support services as agreed between SAP and Partner in an Order Form on behalf of Partner to the End User (“**Maintenance Services**”). Cloud Services may not be ordered without Maintenance Services irrespective of whether they are included in the subscription fee for Cloud Services or set out separately in the Order Form. For an additional fee, SAP may offer additional support services for Cloud Services as Maintenance Services. The terms and conditions for Cloud Services set out in this Sell Cloud Model will apply to Maintenance Services even if these are set out separately in the Order Form, including, without limitation, Article 4(Changes to Usage Metric), Article 6 no. 1 (Payment and invoicing of fees), Article 6 no. 2 (Fee Increase) and Article 11(Term and Termination of Cloud Services and other Services).

2. To the extent the Maintenance Services are enhanced, changed and adapted to reflect technical advances, the provisions of Article 9 apply analogously.

#### **Article 11 Term and Termination of Cloud Service and other Services (Indirect Model)**

1. Term of Order Form. Each Order Form comes into effect as of the Order Form Effective Date and continues in effect until the later of (i) the last day of the subscription term of a Cloud Service or (ii) if applicable, the Service End Date as defined in this Article 11 no. 3 (Term of Services), unless terminated earlier pursuant to this Article 11.
2. Term of Cloud Services. The subscription term for a Cloud Service comes into effect as of the Order Form Effective Date, unless otherwise set forth in the Order Form, and runs until the last day of the subscription term for the relevant Cloud Service that Partner originally committed itself to as set out in the Order Form (“**Initial Term**”). After the Initial Term, the subscription term for the relevant Cloud Service is automatically extended for subsequent periods of one year, unless otherwise set forth in an Order Form (each a “**Renewal Term**”), except as set forth in this Article 11 no.4.
3. Term of Services. Any Service comes into effect as of the Order Form Effective Date, unless otherwise set forth in the Order Form, and ends on the end date set out in the Order Form for such Service or, if no end date has been specified for the Service, after the relevant Service has been performed (“**Service End Date**”).
4. Termination for convenience. Either Party may terminate any or all parts of a Cloud Service subscription (and in case of partial termination reduce the units of a Usage Metric for a Cloud Service) for convenience with three months’ prior written notice to the end of the Initial Term or any Renewal Term of the relevant Cloud Service. A partial termination may require a recalculation of fees, as volume discounts may no longer apply.
5. Termination in case of End User Insolvency. Partner may request the termination of any or all Order Forms (and thereby all Cloud Service subscriptions and Services set forth therein) relating to an End User with one month’s prior written notice if and insofar as the relevant End User orders are terminated in the course of End User insolvency proceedings. SAP will agree to such termination request upon Partner having provided sufficient evidence to SAP of the relevant insolvency related termination of End User orders.
6. Termination for good cause. Any affected Order Form (and thereby all Cloud Service subscriptions and Services set forth therein) may be terminated by the non-breaching Party immediately upon written notice to the other Party (or, by SAP with written notice to Partner in case of a breach by the End User) in the following cases:
  - a) Non-Payment. Partner does not pay on the due date any amount payable to SAP under or in connection with an Order Form at the place at and in the currency in which it is expressed to be payable unless payment is made within one month of the due date.
  - b) Breach of material provisions. A Party does not comply with the following material provisions of the PartnerEdge GTCs: Part 1 – Article 2 (Confidentiality), Part 1 – Article 13 (Export Regulations), Part 1 – Article 15 (Compliance Obligations) (in particular, if Partner fails to comply with the SAP’s Partner Code of Conduct) and Part 2 - Article 4 (Reservation of title, rights and interest).
  - c) Material breach of other provisions. A Party’s material breach of any provision of any part of this Agreement other than those referred to in this Article 11 no. 6 a) (Non-Payment) or 6 b) (Breach of material provisions), unless the breaching Party has cured such breach within one month of the other Party giving notice (for breaches where a cure is available).
  - d) Material breach of Cloud Terms. SAP is entitled to terminate the Order Form in case of an End User’s material breach of any provision of any part of the Cloud Terms, unless cured within one month of the notice (for breaches where a cure is available).
  - e) Extraordinary termination rights and the right to termination for just cause remain unaffected.
7. Consequence of Termination.
  - a) Termination by SAP in accordance with Article 11 no. 6 (Termination for good cause) will not relieve Partner from the obligation to pay fees that remain unpaid, including, without limitation, any fees for the rest of the Initial Term or any Renewal Term for any Cloud Service.
  - b) If all Order Forms relating to an End User are terminated, rescinded or ended in any other way or if SAP terminates an Order Form according to Article 11 no. 6 (Termination for good cause), SAP will have the right (depending on End User’s choice) to:
    - i. directly provide the affected Cloud Services to the End User; or
    - ii. recommend to End User other partners or third parties for the provision of the affected Cloud Services.

#### **Article 12 Term and Termination of this Sell Cloud Model**

1. Term. This Sell Cloud Model comes into effect as of the Effective Date defined in the Sell Cloud Schedule and remains in full force and effect until and including 31 December of the same year. Thereafter its term is automatically extended for subsequent periods of one year.
2. Termination for convenience. Either Party may terminate this Sell Cloud Model for convenience at any times with three months’ prior written notice.
3. Termination for non-compliance with Program Requirements. SAP may terminate this Sell Cloud Model with three months’ prior written notice if Partner:
  - a) did not meet all of the Program Requirements for the first time within six months after the Effective Date defined in the Sell Cloud Schedule; or
  - b) does not comply with any of the Program Requirements excluding the Program Fee for which the termination periods set out in Article 10 (Termination for good cause) no. 1a) and no. 2a) of Part 1 of the PartnerEdge GTCs apply.

#### **Article 13 Model-specific Effect of Termination**

1. If this Sell Cloud Model is terminated, rescinded or ends in any other way, Partner’s right to:
  - a) resell subscriptions for Cloud Services; and
  - b) resell Services for Cloud Services;

to End Users located in the Territory under this Sell Cloud Model as set out in Article 2 (Engagement Model) immediately ends.

2. SAP is entitled to refuse acceptance of orders if SAP reasonably believes that the End User cannot go live with the Cloud Services, Services or both during the term of this Sell Cloud Model.
3. Termination for convenience. If this Sell Cloud Model is terminated for convenience, those Cloud Service subscriptions that were valid at termination immediately end. Such termination will not relieve Partner from the obligation to pay fees that remain unpaid.
4. Termination for good cause. Termination of this Sell Cloud Model by SAP in accordance with the PartnerEdge GTCs, Article 10 (Termination for good cause) of Part 1, will not relieve Partner from the obligation to pay fees that remain unpaid, including, without limitation, any fees for the rest of the Initial Term or any Renewal Term for any Cloud Service.

#### **Article 14 Extension Option**

1. If an End User requires from Partner access to a Cloud Service to export and retrieve its data after the termination or expiration of a Cloud Service subscription, Partner will have the right to extend the term of the affected Cloud Service subscription for up to three months by notifying SAP and specifying the extension term, at least one month prior to termination or expiration of a Cloud Service subscription, unless SAP terminated the Sell Cloud Model for good cause or the affected Order Forms for non-payment, breach of material provisions or material breach of other provisions as set out in Article 11 (Term and Termination of an Order Form) no. 6 (“**Extension Option**”). For the Extension Option, Partner will pay to SAP a daily

proration of the fee in effect for the affected Cloud Service at the point in time the termination or expiration occurs. During the Extension Option, the relevant Cloud Services may only be used to export and retrieve data.

2. For the avoidance of doubt, in those cases where an Extension Option is not available, data may be extracted and retrieved in accordance with the Cloud Terms.

#### **Article 15 Defects as to Quality, Defects in Title, Other Faults**

1. SAP warrants to Partner, for the term of the Order Form, that the Cloud Service meets the specifications defined in the Documentation and the contractually permitted use does not infringe any third-party right. SAP will remedy any defects as to quality and defects in title in the Cloud Service in accordance with Article 15.4. If SAP has failed to remedy the defect at the end of an additional time period of a reasonable length set in writing by Partner, and the suitability of the Service is consequently reduced to a more than just insignificant degree, Partner has the right of termination, which must be communicated in writing. If the suitability of the Cloud Service for use in accordance with the contract is reduced to a more than just insignificant degree, Partner is entitled to reduce the remuneration by an appropriate amount. Article 16 (Liability) applies for damage compensation due to defects.

2. For Consulting Services provided as works, SAP warrants to Partner that the Consulting Service corresponds to the agreed service description by remedying defects in accordance with Article 15 no.4. If defects have not been remedied at the end of an additional time period of a reasonable length set by Partner in writing, Partner is entitled to reduce the payable remuneration in the Order Form for the Consulting Service concerned by an appropriate amount or to withdraw from the Order Form with respect to the Consulting Service. Article 16 (Liability) applies for damage compensation due to defects.

3. If SAP fails to properly provide Consulting Services which are not subject to acceptance, or if – with regard to Consulting Services or the Cloud Service – SAP is otherwise in breach in an area other than liability for defects as to quality and defects in title, Partner must give notice of this failure or breach to SAP in writing and set an additional time period of a reasonable length, during which SAP has the opportunity to properly perform its duty or otherwise remedy the situation. Article 16 (Liability) applies with regard to compensation for damages.

4. SAP shall remedy material defects in the Cloud Service and in Services that are subject to acceptance by providing either a new Cloud Service or Service that is free of defects or, at its election, by eliminating the defects. One of the ways SAP may eliminate a defect is to indicate to Partner a reasonable way to avoid the effect of the defect. In the event of defects in title, SAP shall elect to (i) procure for Partner the right to use the Cloud Service or Service in accordance with the contract, or (ii) replace the Cloud Service or Service or change it such that the accusation of breach no longer stands, whereby the contractual use is not unreasonably impacted, or (iii) terminate the Order Form to this extent and reimburse the Partner's remuneration paid in advance for the term remaining after the date of termination, and to pay damages subject to the limitations of Article 16.

5. Partner must give notice of every breach to SAP in writing without delay and with a detailed description of the reason.

6. Warranty rights resulting from defects as to quality and defects in title in Services subject to acceptance expire one year after acceptance. Warranties for the Cloud Service apply accordingly to Support.

#### **Article 16 Liability**

1. SAP is liable in contract, tort, or otherwise for loss or wasted expenditure subject always as follows:

a) In cases of intent, SAP's liability extends to the full loss; in cases of gross negligence, liability is limited to the amount of foreseeable loss that would have been prevented through the exercise of due care; in cases of absence of a guaranteed quality, liability is limited to the amount of foreseeable loss that would have been prevented by the presence of the guaranteed quality.

b) In other cases, SAP is not liable except for breach of a major obligation and only up to the limits in the following subsection. A breach of a major obligation in the meaning of this Article 16 no.1b) is assumed where the duty itself is a necessary prerequisite for the contractual performance, or where the breach of the relevant duty jeopardizes the purpose of the contract and where Customer could legitimately rely upon its fulfillment.

2. Liability in cases under Article 16 no.1b) is limited to EUR 100,000 per incident, and to a total per contract year of the fee that was paid in the contract year for the particular Cloud Service or Service for the particular End User (but at least EUR 300,000).

3. Contributory fault may be claimed. The limits of liability in Article 16 no.1 do not apply to personal injury liability or liability under the local acts governing product liability.

#### **Article 17 Data Protection**

When providing the Cloud Service on behalf of Partner, SAP acts as a data processor. The Attachment A (Data Privacy Agreement) to the Partner Edge Sell Cloud Schedule includes a data processing agreement between Partner and SAP for the processing of personal data for the agreed Cloud Services.

#### **Article 18 Audit**

1. As part of an audit as described in the GTCs and for compliance purposes only, SAP may audit any documentation that identifies the dates of sale and delivery of SAP Products, such as invoices, delivery orders, contracts and purchase orders by and between Partner and Customer or Partner and an Intermediary. In connection to such audit, Partner shall provide on request to the SAP's Legal Compliance and Integrity Office information about margins anticipated on open opportunities or earned on closed opportunities.

2. In any case where Partner is unable to provide the requested documentation because of confidentiality obligations owed to a Customer or other applicable laws, including but not limited to relevant competition laws, whether arising by written contract or applicable law, Partner will promptly provide SAP with written evidence not subject to those obligations. In addition, Partner will promptly and in writing seek the Customer's consent to waive confidentiality restrictions to permit SAP to conduct its audit as intended. Should the Customer refuse to grant that consent, Partner will i) provide SAP with a copy of the waiver request and written proof of that refusal and ii) identify appropriate contacts at the Customer with whom SAP may elect to discuss the refusal.

#### **Article 19 Special Discounts**

1. If Partner requests discounts or pricing deviating from SAP standard partner discount and pricing ("Special Discount"), Partner must provide accurate and truthful information relating to such request, as well as any available documents evidencing the need for the Special Discount request. SAP's decision to offer any Special Discount will be assessed on an individual basis, and will be based upon the truth, accuracy, and completeness of the documentation provided. SAP may decide at any point, in its sole discretion, to reject the request for a Special Discount. Both before and after any Special Discount is granted, Partner must inform SAP immediately if any information relating to or underlying the Special Discount request changes. By accepting a Special Discount, Partner must extend the full Special Discount to the customer in accordance with the Special Discount request as approved by SAP.

2. SAP may audit any Special Discount transactions in accordance with the terms of Article 9 of the GTCs. Upon SAP's request, Partner will promptly provide SAP or the expert with all relevant documentation to enable SAP to verify that all information provided in support of a Special Discount request was truthful and accurate. Such information may include but shall not be limited to invoices, delivery orders, contracts and purchase orders by and between Partner and Customer, or Partner and an Intermediary ("the "Special Discount Documentation"). Subject to applicable laws, including but not limited to relevant competition laws, Partner hereby waives any objection to i) SAP sharing Special Discount Documentation directly with the Customer, notwithstanding the terms of any agreement that would prohibit SAP from doing so, and otherwise communicating (both orally and in writing) with the Customer, as SAP deems necessary and appropriate to complete its desired audit relevant to Special Discounts and ii) the Customer sharing information on the Special Discount

directly with SAP. SAP may invalidate a Special Discount if in respect of such Special Discount, Partner fails to comply with the requirements of this Section 2.

3. In its contracts with Intermediaries, Partner must require any Intermediary to adhere to the same obligations relevant to Special Discounts as outlined in Section 2 and 3 above. SAP must be named a third-party beneficiary to such terms in a contract between Partner and any Intermediaries with the right to enforce such terms itself and independently from Partner against an Intermediary.

**Article 20 Survival**

Article 11 no. 7 (Consequence of Termination), Article 13 no. 4 (Termination for good cause), Article 14 (Extension Option), Article 18 (Audit) and Article 19 (Special Discounts) will survive termination of this Sell Cloud Model.

**SAP PartnerEdge**  
**Sell Cloud Specific Terms and Conditions**

**Exhibit 1**

GENERAL TERMS AND CONDITIONS  
OF SAP DEUTSCHLAND SE & Co. KG  
FOR SAP CLOUD SERVICES ("Cloud GTC")

Version 5-2020

**APPLICABILITY**

Except as otherwise agreed, in any contractual relations in which SAP West Balkans d.o.o. (hereinafter referred to as "SAP") provides Cloud Software Services including Support, as well as related Consulting Services, to another company or public-law entity or special fund, these General Terms and Conditions for Cloud Software Services (or "Cloud GTC") apply. They apply to precontractual relations accordingly.

**1. DEFINITIONS**

- 1.1 **"Customer Data"** means any content, materials, data, personal data and information that Authorized Users enter into the production system of a Cloud Software Service or derive from its use of and store in the Cloud Software Service (e. g. Customer-specific reports). Customer Data and its derivatives will not include SAP's Confidential Information.
- 1.2 **"Authorized User"** (or **"Named User"**) means a person at Customer or its Affiliates or Customer's or its Affiliates' Business Partners to whom Customer grants access authorization to use the Cloud Software Service.
- 1.3 **"Cloud Materials"** mean any materials provided by SAP to Customer before or in the course of performance under the Agreement, including the materials produced delivering support or Consulting Services for Customer. Cloud Materials include materials created in cooperation with Customer, but do not include the Customer Data, Customer Confidential Information or the Cloud Software Service.
- 1.4 **"Cloud Software Service"** means any distinct on demand solution provided and supported by SAP under an Order Form.
- 1.5 **"Consulting Services"** means related professional services, such as implementation, configuration, or training services, agreed as applicable in the Order Form.
- 1.6 **"Documentation"** means SAP's then-current technical and functional documentation as well as any roles and responsibilities descriptions, if applicable, for the Cloud Software Service which is made available to Customer with the Cloud Software Service.
- 1.7 **"Supplement"** means the product specific supplemental terms and conditions that apply to the Cloud Software Service and that are incorporated in an Order Form.
- 1.8 **"Business Partner"** means a legal entity that requires use of a Cloud Software Service in connection with Customer's and its Affiliates' internal business operations. These may include customers, distributors, service providers and/or suppliers of Customer or its Affiliates.
- 1.9 **"Subscription Term"** means the term of a Cloud Software Service subscription identified in the applicable Order Form, including the Initial (Subscription) Term and all Renewal Terms.
- 1.10 **"Usage Metric"** means the standard of measurement for determining the permitted use volume and calculating the applicable fees due for a Cloud Software Service as set forth in the Order Form.
- 1.11 **"Order Form"** or **"Agreement"** means an agreement between SAP and Customer on Cloud Software Services and (where applicable) related Consulting Services referencing the present Cloud GTC (and other documents), including agreements entered into by means of agreed electronic contract conclusion procedures provided by or on behalf of SAP, such as via SAP Store or DocuSign™.
- 1.12 **"SAP Policies"** means the operational guidelines and policies applied by SAP to provide and support the Cloud Software Service as incorporated in an Order Form.
- 1.13 **"SAP SE"** means SAP SE, the parent company of SAP.



- 1.14 **"Affiliate"** of a party means any legal entity in which a party, directly or indirectly, holds more than fifty percent (50%) of the shares or voting rights or controls or is under common control with that legal entity. "Control" means the direct or indirect possession of the power to direct or cause the direction of the management and policies of an entity, whether through ownership, by contract or otherwise. Any such company shall be considered an Affiliate for only such time as such interest or control is maintained.
- 1.15 **"Confidential Information"** means all information which SAP or Customer protect against unrestricted disclosure to others or that are deemed confidential according to the circumstances of their disclosure or their content, including the Agreement. In any case, the following information is considered to be Confidential Information of Customer: the Customer Data, Customer marketing and business requirements, Customer implementation plans, and/ or Customer financial information; and Confidential Information of SAP: the Cloud Software Service, Documentation, Cloud Materials and analyses under Section 3.5, and information regarding SAP research and development, product offerings, pricing and availability.

## **2. USAGE RIGHTS**

- 2.1 During the Subscription Term, SAP grants to Customer a non-exclusive, non-transferable and world-wide right to use the Cloud Software Service (including its implementation and configuration), Cloud Materials and Documentation solely for running Customer's and its Affiliates' internal business operations and in accordance with the Agreement, in particular the terms of the product-specific Supplement, the SAP Policies and the Documentation. Permitted uses and restrictions of the Cloud Software Service also apply to Cloud Materials and Documentation.
- 2.2 Customer may permit Authorized Users to use the Cloud Software Service within the contractually agreed scope. In particular, usage is limited to the Usage Metrics and volumes stated in the Order Form. Access credentials for the Cloud Software Service may not be shared or used by more than one individual at a time, but may be transferred from one individual to another if the original user is no longer permitted to use the Cloud Software Service. Customer is responsible for the acts and omissions of its Authorized Users, Affiliates, and Business Partners as for its own acts and omissions and shall oblige them to adhere to the contractual provisions for the use of the Cloud Software Service, Documentation and the Cloud Materials. Customer is otherwise not allowed to sublicense, license, sell, lease rent or otherwise make any Cloud Software Service or Cloud Materials available to third parties.
- 2.3 Acceptable Use Policy: When using the Cloud Software Service, Customer shall not: (a) copy, translate, disassemble, decompile, reverse engineer, or otherwise modify, in full or in part, or make any derivative works of the Cloud Software Service, the Documentation or Cloud Materials (except to the extent permitted by mandatory law); however, the Documentation may be copied to the extent necessary for internal purposes; (b) use the Cloud Software Service in breach of applicable law, in particular Customer will not transmit any content or data that is unlawful or infringes any intellectual property rights of third parties; (c) circumvent or endanger the operation or security of the Cloud Software Service.
- 2.4 Customer will monitor its use of the Cloud Software Service and report to SAP in writing without undue delay any use that goes beyond what is contractually agreed, in particular any use in excess of the Usage Metrics and volume. In this case, Customer must sign an Extension Agreement that documents the additional use and additional fee. Such fees shall accrue from the date the excess use began. SAP may monitor use to verify compliance with Usage Metrics, volume and the Agreement.
- 2.5 SAP can temporarily limit or suspend Customer's access (in particular user names and passwords) to the Cloud Service to prevent damages, if it is sufficiently probable that the continued use of the Cloud Service in breach of contract by Customer, the Authorized Users, or a third party using Customer's access data may result in harm to the Cloud Service, other SAP customers, or the rights of third parties in such a way that immediate action is required to avoid damages. SAP will notify Customer of the limitation or suspension without undue delay. If circumstances allow, Customer shall be informed in advance in writing or by email. SAP will limit the suspension or limitation in time and scope as reasonably possible under the circumstances.
- 2.6 The Cloud Software Service may include integrations with web services made available by SAP-Partners or third party providers on external websites that are accessed through the Cloud Software Service and subject to terms and conditions with those third parties. SAP shall provide only technical access to the content of such integrated websites. The content of such websites is the sole responsibility of these third parties.
- 2.7 Authorized Users may access certain Cloud Software Services through mobile applications obtained from third-party websites such as Android or Apple app store. The use of mobile applications as such is subject to the terms and conditions agreed upon download/access to the mobile application and is not subject to the terms of the Agreement.
- 2.8 The Cloud Service may include on-premise components that can be downloaded and installed (including updates) by Customer. The SLA referenced in section 3.2 of these Cloud GTC does not apply to these components. In addition to the Support Policy referenced in the Order Form, specific SAP support and maintenance policies apply to these on-premise components and can be found in SAP Support Note 2658835.

## **3. SAP RESPONSIBILITIES AND OBLIGATIONS**

- 3.1 SAP provides the Cloud Software Service agreed in the Order Form in accordance with Section 2. SAP provides support as agreed in the Order Form and (if agreed) the Consulting Services. The quality and functionality of the agreed performance that SAP is obliged to provide is conclusively agreed in the Order Form and the documents referred to therein. SAP is not obliged to perform additional services or provide additional service features. If Customer is provided with a free-of-charge Cloud Software Service, SAP shall provide no support for this Cloud Software Service and has no obligation to provide any particular service level. SAP may cease providing access to such free-of-charge Service at any time. This Section 3.1 supersedes any conflicting term in these Cloud GTC.
- 3.2 Unless otherwise stipulated in the Supplement, SAP will maintain an average monthly system availability for the production system of the Cloud Software Service as defined in the Service Level Agreement referenced in the Order Form ("SLA"). In the event of SAP's breach of the SLA Customer may claim a service credit as detailed in the SLA in the form of a contractual penalty. Customer will follow SAP's credit claim procedure. When the validity of the service credit is confirmed by SAP in writing or by email, Customer may apply the credit to a future invoice

for the Cloud Software Service or request a refund for the amount of the credit if no future invoice is due. Contractual penalties paid shall be offset against any Customer claims for damages. In the event SAP fails to meet the SLA (i) for four consecutive calendar months, or (ii) for five or more calendar months during any twelve months period, or (iii) at a system availability level of least 95% for one calendar month, Customer may terminate its subscriptions for the affected Cloud Software Service by providing SAP with written notice within thirty days after the failure. Termination will become effective at the end of the calendar month in which SAP has received the termination notice.

3.3 SAP will implement and maintain appropriate technical and organizational measures to protect the personal data processed by SAP as part of the Cloud Service as described in the Data Processing Agreement for SAP Cloud Services referenced in the Order Form in compliance with applicable data protection law.

3.4 The features of the Cloud Software Service and the SAP Policies may be enhanced and may be adapted by SAP to reflect technical advances and to allow for the Cloud Software Service's continuing compliance with applicable mandatory law ("Continuous Modification"). SAP will provide information about Continuous Modifications within a reasonable period of notice (in general 3 months before the change is scheduled to take effect), in particular by email, on the Support Portal, through Release Notes, or within the Cloud Software Service.

In the event that a change may negatively affect the justified interests of Customer so that Customer can no longer reasonably be expected to adhere to the agreements in the Order Form, Customer can terminate the affected Cloud Software Service in writing with a notice period of one month before the announced change is scheduled to take effect. In case Customer does not terminate, the Continuous Modification will become effective on the date the announced change is scheduled to take effect. SAP will draw attention to this in the change notice.

3.5 SAP, SAP SE or SAP Affiliates may create analyses utilizing, in part, Customer Data and information derived from Customer's use of the Cloud Service and Consulting Services, as set forth below ("Analyses"). Analyses will anonymize and aggregate information and will be treated as Cloud Materials.

Unless otherwise agreed, personal data contained in Customer Data is only used to provide the Cloud Service and Consulting Services. Analyses may be used for the following purposes:

- (a) product improvement (in particular, product features and functionality, workflows and user interfaces) and development of new SAP products and services,
- (b) improving resource allocation and support,
- (c) internal demand planning,
- (d) training and developing machine learning algorithms,
- (e) improving product performance,
- (f) verification of security and data integrity
- (g) identification of industry trends and developments, creation of indices and anonymous benchmarking.

#### **4. CUSTOMER DATA AND PERSONAL DATA; CUSTOMER RESPONSIBILITIES AND OBLIGATIONS**

4.1 Customer is responsible for the content of the Customer Data and entering it into the Cloud Software Service. Subject to Section 11, Customer grants to SAP (including SAP SE, its Affiliates and subcontractors) a nonexclusive right to process Customer Data for the sole purpose of and only to the extent necessary for SAP to provide and support the Cloud Software Service (including without limitation preparing backup copies or performing penetration tests); (ii) to verify Customer's compliance with the provisions set forth in Section 2.

4.2 Customer will collect and maintain all personal data contained in the Customer Data in compliance with applicable data protection law.

4.3 Customer shall maintain appropriate security standards for use of the Cloud Software Service by the Authorized Users. Customer will not conduct or authorize penetration tests of the Cloud Service without advance approval from SAP. Customer is solely responsible for determining the suitability of the Cloud Software Service for Customer's business processes and for complying with all applicable legal provisions regarding Customer Data and its use of the Cloud Software Service. Free of charge, Customer must provide the collaboration required in connection with the provision of the Cloud Software Service and the support and Consulting services by SAP, including, for example, infrastructure and telecommunications equipment for Cloud Software Service access. SAP points out that Customer's collaboration is a necessary precondition for SAP's correct performance of its obligations. Customer bears all consequences and costs resulting from breach of its duties. Section 8 also applies.

4.4 During the Subscription Term, Customer can access its Customer Data at any time. Customer may export and retrieve its Customer Data in a standard format. Export and retrieval may be subject to technical limitations and prerequisites (e. g. as described in the Documentation), in which case SAP and Customer will agree on a reasonable method to allow Customer access to Customer Data. Before the Subscription Term expires, Customer may use SAP's self-service export tools (as available) to perform a final export of Customer Data from the Cloud Software Service. Following the end of the Subscription Term, SAP will delete or overwrite the Customer Data remaining on servers hosting the Cloud Software Service unless applicable mandatory law requires retention. Retained data is subject to the confidentiality provisions of the Agreement.

#### **5. REMUNERATION, PAYMENT, TAXES**

5.1 Customer will pay SAP the fees agreed in the Order Form. No cash discounts shall be granted. Invoice is issued on the Start Date of License right in RSD as per middle exchange rate of the Serbian National Bank on the day of invoicing. Payments are due 30 calendar days from the date of the invoice. Any fees not paid when due shall accrue interest at the applicable statutory interest rate. If Customer is still in default of

payment after a 30 days extension period, SAP can deny full or partial access to the Cloud Software Service temporarily until payment has been received. Customer may offset only claims or claim rights of retention that are uncontested or have been finally determined by the court.

- 5.2 All agreed fees are subject to statutory value-added tax.
- 5.3 During the Subscription Term of the Order Form, Customer may agree on an increase of units of an agreed Usage Metric by executing an addendum to the relevant Order Form ("Extension Agreement"). The term of each Extension Agreement shall be co-terminous with the then-current term of the Order Form irrespective of the effective date of Extension Agreement and all fees shall be prorated accordingly. Upon renewal of the Order Form, the renewal term for all increases in Usage Metric added to the Order Form prior to renewal shall be the same as specified in the Order Form.
- 5.4 The recurring fee agreed in the Order Form applies for the Initial Subscription Term agreed therein. The fee applicable for a Renewal Term corresponds to the fees for the preceding Initial or Renewal Term, unless SAP increases the fees as follows:
- (a) Subject as is set out below, SAP may at its discretion adjust the recurring fees with effect from the start of a renewal term by giving two months' written notice of the fee adjustment to Customer:
  - (b) The change applied to the fees must not be greater than the change in the index under section (c) below ("Discretionary Applicable Change"). For the first fee adjustment under the contract, the Discretionary Applicable Change is the change from the published index as it stood when the contract was concluded to the index as it had most recently been published when the fee adjustment notice was given. If the fee has already been adjusted in the past, the Discretionary Applicable Change is the change from the index that had been most recently published when the previous fee adjustment notice was given to the index that had most recently been published when the new fee adjustment notice is given.
  - (c) The index used to determine the Discretionary Applicable Change is the index of mean gross monthly salaries of full-time employees in Germany in the information technology services sector (currently published in the quarterly figures by the German Federal Statistics Office at "Fachserie 16, Reihe 2.4, Gruppe J 62"). If that index is discontinued, the applicable index will be the index published by the Federal Statistical Office that most closely reflects changes in average gross monthly earnings in that sector.
  - (d) The fee change is deemed to be agreed by the parties if the Cloud Software Service is renewed automatically for the renewal period unless Customer, by giving written notice at least one month prior to the expiration date of the preceding contractual term, terminates the Order Form with effect from the expiration of the relevant contractual term (extraordinary termination right). SAP will draw attention to this in the fee adjustment notice.

## **6. TERM, TERMINATION**

- 6.1 The Subscription Term is as stated in the Order Form. Each Order Form initially runs for the Initial Subscription Term defined therein ("Initial Subscription Term"). At the end of the Initial Subscription Term, it automatically renews by the renewals defined therein (each a "Renewal Term"), unless the Order Form is terminated by one of the parties in accordance with Section 6.2.
- 6.2 Ordinary (partial) termination of the Order Form is excluded during the Initial Subscription Term or any Renewal Term. Customer may terminate any Order Form by written notice at least one month in advance of the expiration of the Initial Subscription Term or current Renewal Term. SAP may terminate any Order Form by written notice at least six months prior to the expiration of the Initial Subscription Term or current Renewal Term. Extraordinary termination rights and the right to termination for just cause remain unaffected. Notice of termination must be given in written form. The provisions in Section 12.1 concerning notices setting limited extra time also apply. SAP reserves the right to terminate for just cause in particular where Customer is repeatedly or seriously in breach of major contractual obligations (in particular in Sections 2, 4 and 11).
- 6.3 In the event of termination by Customer, Customer shall be entitled to a pro-rata refund of prepaid fees for the period of time of termination to the end of the original term for the relevant Cloud Software Service.
- 6.4 At the end of the contract, (i) Customer's access to the Cloud Software Service shall cease, (ii) Customer's right to use the Cloud Software Service and all SAP Confidential Information will end and (iii) Confidential Information of the disclosing party will be returned or destroyed as required by the Agreement. Termination of individual Order Forms shall leave other Order Forms and agreements unaffected.

## **7. WARRANTIES BY SAP**

- 7.1 SAP warrants, for the Subscription Term, that the Cloud Software Service meets the specifications agreed in the Supplement and the Documentation and that the Cloud Software Service where used by Customer as contractually agreed does not infringe any third-party right. SAP will remedy any defects as to quality and defects in title in the Service in accordance with Section 7.4. If SAP has failed to remedy the defect at the end of an additional time period of a reasonable length set in writing by Customer, and the suitability of the Cloud Software Service is consequently reduced to a more than just insignificant degree, Customer has the right of termination, which must be communicated in writing. If the suitability of the Cloud Software Service for use in accordance with the Agreement is reduced to a more than just insignificant degree, Customer is entitled to reduce the remuneration by an appropriate amount. Section 9 applies for damage compensation due to defects.
- 7.2 For Consulting Services provided as works, SAP warrants that the Consulting Service corresponds to the agreed service description by remedying defects in accordance with Section 7.4. If defects have not been remedied at the end of an additional time period of a reasonable length (not shorter than ten working days) set by Customer in writing, Customer is entitled to reduce the payable remuneration in the Order Form for the Consulting Service concerned by an appropriate amount or to withdraw from the Order Form with respect to the Consulting Service. Section 9 applies for damage compensation due to defects.
- 7.3 If SAP fails to properly provide Consulting Services which are not subject to acceptance, or if – with regard to Consulting Services or the Cloud Software Service – SAP is otherwise in breach in an area other than liability for defects as to quality and defects in title, Customer must give notice of this failure or breach to SAP in writing and set an additional time period of a reasonable length, during which SAP has the opportunity to properly perform its duty or otherwise remedy the situation. Section 9 applies with regard to compensation for damages.

- 7.4 SAP shall remedy defects in Consulting Services that are subject to acceptance and in the Cloud Software Service by providing Customer with either a new Consulting Service or Cloud Software Service, that is free of defects or, at its election, by eliminating the defects. One of the ways SAP may eliminate a defect is to indicate to Customer a reasonable way to avoid the effect of the defect. In the event of defects in title, SAP shall elect to (i) procure for Customer the right to use the Cloud Software Service or Consulting Service in accordance with the contract, or (ii) replace the Cloud Software Service or Consulting Service or change it such that the accusation of breach no longer stands, whereby Customer's contractual use is not unreasonably impacted, or (iii) terminate the Order Form to this extent and reimburse the Customer's remuneration paid in advance for the term remaining after the date of termination, and to pay damages subject to the limitations of Section 9.
- 7.5 Customer must give notice of every breach to SAP in writing without delay and with a detailed description of the reason.
- 7.6 Warranty rights resulting from defects as to quality and defects in title in Consulting Services subject to acceptance expire one year after acceptance. Warranties for the Cloud Software Service apply accordingly to the support services.

## **8. THIRD-PARTY CLAIMS**

If a third party claims that Customer's use of the Cloud Software Service or Cloud Materials in accordance with the terms and conditions of the Agreement infringes its intellectual property rights, Customer must fully inform SAP in writing without delay. If Customer ceases to use the contractual Cloud Software Service or Cloud Materials to mitigate loss or for other just reason, Customer must notify the third party that such cessation does not imply any recognition of the claimed infringement. Customer shall conduct court proceedings with the third party only with SAP's agreement or shall authorize SAP to assume sole conduct of the dispute. This applies mutatis mutandis in cases where a third party makes claims against SAP that are due to acts by Customer, the Authorized Users, or third-party provider access.

## **9. LIMITATION OF LIABILITY**

- 9.1 SAP is liable in contract, tort, or otherwise for loss or wasted expenditure subject always as follows:
- (a) In cases of intent, SAP's liability extends to the full loss; in cases of gross negligence, liability is limited to the amount of foreseeable loss that would have been prevented through the exercise of due care; in cases of absence of a guaranteed quality, liability is limited to the amount of foreseeable loss that would have been prevented by the presence of the guaranteed quality.
- (b) In other cases, SAP is not liable except for breach of a major obligation and only up to the limits in the following subsection. A breach of a major obligation in the meaning of this Section 9.1(b) is assumed where the duty itself is a necessary prerequisite for the contractual performance, or where the breach of the relevant duty jeopardizes the purpose of the contract and where Customer could legitimately rely upon its fulfillment.
- 9.2 Liability in cases under Section 9.1 (b) is limited to EUR 100.000 per incident, and to a total per contract year of the fee that was paid in the contract year for the Cloud Service (or Consulting Service respectively) concerned, but at least EUR 300.000.
- 9.3 Contributory fault (e.g. breach of Section 4 duties) may be claimed.
- 9.4 All claims against SAP in contract, tort, or otherwise for loss or wasted anticipatory expenditure are barred after a period of one year. That period begins at the point in time specified with law. The foregoing provisions in this section notwithstanding, the time bar comes into effect not later than five years after the claim arises.
- The provisions in sentences 1 to 3 in this subsection 9.4 do not apply to liability for intent or gross negligence, liability for personal injury, or liability under the law governing product liability. The provisions in this section do not affect the other time bar for claims arising out of defects as to quality and defects in title (Section 7).

## **10. IP RIGHTS**

- 10.1 Customer may only use the Cloud Software Service, Cloud Materials, Documentation and Consulting Services to the extent contractually agreed. As between Customer and SAP, all rights therein, that are not expressly granted to Customer, are reserved to SAP, SAP SE, their Affiliates or licensors, including without limitation if those were created to address a requirement of or in collaboration with Customer.
- 10.2 Except as stated otherwise in the Agreement, Customer retains all rights in and related to the Customer Data as between Customer and SAP. SAP may use Customer-provided trademarks solely to provide the Cloud Software Service and the Support.

## **11. CONFIDENTIALITY**

- 11.1 Both parties undertake forever to protect the other party's Confidential Information acquired before and in connection with contract performance, as confidential to the same extent they protect their own Confidential Information, and not less than a reasonable standard of care. Confidential Information of the other party may only be shared with or disclosed to third parties who are under obligations of confidentiality substantially similar to those in Section 11 and only to the extent this is necessary to enable the receiving party to exercise its rights or perform its obligations under the Agreement. Any reproduction of any Confidential Information of the other party shall contain any and all confidential or proprietary notices or legends which appear on the original, as far as this is technically feasible.
- 11.2 Section 11.1, above shall not apply to any Confidential Information that: (a) is independently developed by the receiving party without reference to the disclosing party's Confidential Information; (b) is generally available to the public without a breach of the Agreement by the receiving party or is lawfully received free of restriction from a third party having the right to furnish such Confidential Information; (c) at the time of disclosure, was known to the receiving party free of confidentiality restrictions; or (d) the disclosing party agrees in writing is free of confidentiality restrictions.

11.3 Neither party shall use the name of the other party in publicity activities without the prior written consent of the other. However SAP may use Customer's name in customer listings (reference listings) or quarterly calls with its investors or, at times mutually agreeable to the parties, as part of SAP's marketing efforts (including reference calls and stories, press testimonials, site visits, SAPPHIRE participation). SAP may share information on Customer with SAP SE and its Affiliates for marketing and other business purposes. Insofar as this includes the provision and use of contact information of Licensee's contact persons, Customer will secure the appropriate permissions where necessary.

## 12. MISCELLANEOUS

12.1 Except in emergencies, a limited time fixed by Customer pursuant to the law or contract must not be less than ten working days. Where a failure to comply with a fixed time limit entitles Customer to be released from the contract (e. g. by termination or claim for damages in lieu of performance) Customer shall first threat in writing the consequence of failure to comply with that time limit when setting the limited time.

12.2 Amendments and additions to the Agreement and any contractually relevant declarations as well as declarations influencing a legal relations, especially without being limited to termination notices, reminders, or notices to set time limits, require written form. The foregoing provision also applies to any waiver of the written-form requirement. The written-form requirement can also be met by exchange of letters or (except in the case of termination notices) with an electronically transmitted signature (facsimile transmission, e-mail transmission with scanned signatures, or other agreed form of electronic contract conclusion provided by or on behalf of SAP, such as the "SAP Store" or the DocuSign™ procedure).

12.3 The Cloud Software Service, Cloud Materials, and Documentation are subject to the export control laws of various countries, in particularly the laws of Serbia, the US and the Federal Republic of Germany. Customer shall not hand over the Cloud Software Service, Documentation, or Cloud Materials to governmental authorities for licensing considerations or other official approval without SAP's prior written consent, and shall not export the Cloud Software Service, Documentation, or Cloud Materials to countries or to natural or legal persons for which export bans apply according to the relevant export laws. Furthermore, Customer is responsible for complying with all applicable legal provisions of the country in which it is headquartered, and of other countries in respect of the use of the Cloud Software Service, Documentation, and Cloud Materials by Customer and its Authorized Users. SAP hereby gives express notice that, in accordance with the export control laws of various countries, in particular the laws of Serbia, the US and the Federal Republic of Germany, and as a result of trade sanctions and embargos applicable to SAP, SAP may be obliged to restrict, temporarily withdraw, or terminate Customer's access to the Cloud Software Service, Cloud Materials, Documentation, and other SAP materials.

12.4 System notifications and information from SAP relating to the operation, hosting or support of the Cloud Software Service can also be provided within the Cloud Software Service, electronically to the contact person named in the Order Form or can be made available via the SAP Support Portal.

12.5 These Cloud GTC can be changed with regard to the provision and support of the Cloud Software Service, in accordance with the sentences below provided that the change does not have any impact on the contractual content that is material for the equivalency of Cloud Software Services and support and their remuneration between the parties and provided that such change is reasonably acceptable for Customer. SAP will inform Customer about the change of the Cloud GTC in writing. If, in this case, Customer does not expressly disagree in writing within four weeks after receipt of the change notice, the change will be deemed to be effected and from this point in time, the changed version of the Cloud GTC is binding for the existing agreements between SAP and Customer. SAP will draw attention to this consequence in the change notice.

12.6 Without SAP's prior written consent, Customer may not assign or transfer the Agreement or any of its rights or obligations to a third party. SAP may assign the Agreement to SAP SE or any of its Affiliates.

12.7 Serbian law applies exclusively to all claims in contract, in tort, or otherwise, and the UN sales laws convention is excluded. The conflict-of-law rules shall not apply. The sole place of jurisdiction for all differences arising out of or in connection with the Agreement shall be Belgrade.