SAP PartnerEdge Build
(Formerly OEM)
SUPPORT SCHEDULE
FOR ON PREMISE SOFTWARE

This Schedule governs the provision of support services ("SAP Support") by SAP to Partner for licenses purchased by Partner under the Agreement for its customers ("Customers") or for ASP Service. Capitalized terms not defined herein shall have the meanings as described in the Agreement. For purposes of this schedule, "Customer" means any customer that has been authorized by Partner to use or have access to the Software. A Customer will not include any Affiliates of Partner.

Partner has access to SAP Support during SAP's regular working hours (9.00 a.m. to 6.00 p.m.) during SAP's regular working days, excluding the applicable public holidays observed by SAP ("Regular Working Hours"). For purposes of this paragraph, SAP means SAP's registered office located in the region where Partner is located. SAP Support will only be provided from the region where the Agreement was originally signed by Partner.

Partner shall manage its own contacts via the SAP Global Support Backbone that may raise support Incidents using the SAP Support Portal. All Partner contacts that raise support Incidents shall be adequately trained and have sufficient expertise in the Software and versions thereof for which Partner provides support, and be familiar with SAP's support processes and procedures as documented on SAP Support Portal (http://support.sap.com/) ("SAP Support Portal").

Partner shall ensure that the required number of designated contacts specified in the SAP Partner Portal (https://partneredge.sap.com/en/partnership/support/oem-support.html) has successfully been certified in the use of all Software and releases thereof supported by Partner. Any training received by Partner should be provided by either the SAP training department or SAP certified trainers. In a case where the Partner does not comply with the aforementioned requirement, Partner acknowledges that SAP reserves the right to withhold certain services related to SAP Support.

Partner is responsible for providing Level 1 and Level 2 support for the Software to its Customers. SAP has developed the SAP Support Portal to assist its partners with answers and problem solving suggestions for technical issues. The SAP Support Portal is written and developed by SAP's technical product specialists (TPS) who have first-hand technical support experience.

References to "Incident" in this SAP PartnerEdge Build Support Schedule shall mean the support event starting with a malfunction or functional impairment of the Software which with reasonable probability that is based on a defect or error of the Software. As soon as SAP or Partner's support organization is informed, the support event becomes an Incident.

1. PARTNER RESPONSIBILITIES

1.1 Partner Support Responsibilities. Partner agrees to provide the following Level 1 and Level 2 support to its Customers ("Level 1 and 2 Support") and such other activities as required under this Schedule, including without limitation, any applicable obligations set forth in Section 4 hereunder.

1.2 Maintenance

- Provide access of New Releases and Software update packages, as well as tools and procedures for upgrades, to existing licensed Customers, provided that Partner has paid the applicable SAP Support fee for such Customers to SAP.

Before requesting SAP Support

The following tasks are to be carried out by Partner with its Customer before requesting SAP Support:

- Accept support Incident from Customer.
- Work to resolve the issue directly with Customer. Leverage remote connectivity to Customer's system as necessary.
- Capture all environmental and technical details pertaining to the issue.
- Continually document the troubleshooting approach and attempted solutions including steps to reproduce the problem.
- Search for error messages using the data provided by Customer.
- Search SAP Knowledgebase articles for known solutions.
- Review system and product configuration settings.
- Collect and review:
  - Core dumps
  - Trace analyses
  - System logs
  - Stack traces
- Reproduce the issue to further isolate the problem and identify root cause.
- Propose appropriate system configuration or workarounds.
- Communicate any solutions to Customer.
- Determine if the issue is a Software defect or an undocumented issue and request SAP Support as necessary.
- For SAP Business One only: Partner shall ensure that its Customers have installed the remote support platform for SAP Business One (RSP).
- With respect to SAP Hana, basic pre-work to support SAP HANA can be found in Note 1758890 located at https://service.sap.com/sap/support/notes/1758890 and should be performed prior to forwarding a ticket to development support.

When requesting SAP Support

- Record only one issue per Incident.
- Provide complete and accurate environmental information of the system affected.
- Create a meaningful short text description of the problem.
- Select the appropriate priority level while also including the appropriate business impact information.
- Select the product component affected.
- Partner shall translate all information into English.
- Partner shall forward the Incident to SAP Business One support (https://apps.support.sap.com/B1support/) in case of SAP Business One Incident.
- The Incident from Partner should include the following information:
  - Specific and detailed steps to reproduce the problem in the system.
  - Comprehensive description of the problem, including all steps that lead to it, full syntax of the error message.
  - Software version, support package information and environment information.
  - Technical information on the affected system (System ID, System type, System name, installation number, product version and patch level of each involved product, SDK, or Add-on, database and database server data, application server data, operating system, GUI or browser version, localization and language settings etc.).
  - Partner contact person (name, telephone number and best time to contact).
  - Attachments: any attachments that could help to process the support message such as trace files, reports or screenshots.

- Any information or documentation compiled while working with the Customer.

- For Business One only: All relevant services in relation to creation and processing of a problem message should be consumed via the remote support platform for SAP Business One (RSP) where applicable. All other support services shall utilize existing infrastructure and procedures as described in this schedule.

While working with SAP Support

While engaged with SAP Support with SAP, Partner must:

- Test the solution
  - The solution must first be checked and tested in a test system.
  - Back up all relevant data before the solution is installed.
  - Work with the Customer to check and test the solution in the production system.
- Communicate any potential solutions or workarounds to the Customer.
- Make available to SAP Business One support access to the Customer's system for the purpose of analysis and solution.
- Delivery of support via remote connectivity tools as appropriate.
- Under certain circumstances, provide a copy of the Customer's database to SAP Business One support for the purpose of analysis and debugging the reported issue.

1.3 SAP's Support and Maintenance Tasks:

SAP's Support Tasks ("Development Support" or "Third Level Support") related to Software and Third Party Vendor Support Tasks ("Development Support" or "Third Level Support") related to Third Party Software Licensed from SAP

Maintenance:

- New Releases of the Software, as well as tools and procedures for upgrades. SAP supports upgrades to New Releases in mainstream maintenance. SAP does not support upgrades to new Releases in extended or customer-specific maintenance, unless this is necessary as one step in a multi-step upgrade to a target Release in mainstream maintenance.
- Support Packages – Software update packages containing corrections for errors in the Software. Support Packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements, for example in the area of human resources.

Support:

- Receiving support Incident from Partner via SAP Global Support Backbone.
- Analysing in detail all recorded traces and error messages forwarded by Partner.
- Recommend solutions or workarounds.
- Creating or modifying existing SAP Notes regarding:
  - The identified cause of the issue.
  - Resolution of the issue with all relevant information and material (e.g. bug fixes, patches, description of workarounds).
- Communicate and specify expected duration to fix defects by patches, bug fixes or support packages to Partner.*

* Does not apply to SAP Business One.

2. DEFINITIONS OF SEVERITY LEVELS

Production Systems

SAP has defined the priorities for problem Incidents in SAP Note 67739, a copy of which can be found at: https://service.sap.com/sap/support/notes/67739).

Test Systems

For the same problem situation in a test system, priorities should usually be classified with a rating that is one level lower than for production systems.

3. SERVICE LEVELS

Service levels are not available for all Software. The list of Software where Service Levels are not applicable can be found at: https://partneredge.sap.com/en/partnership/support/oem-support.html. Software that are eligible for service levels are referred herein as "Eligible Software". When Partner reports malfunctions, SAP supports Partner by providing information on how to remedy, avoid or bypass errors. The main channel for such support will be the support infrastructure provided by SAP. Partner may send an error message relating to any Eligible Software at any time. All persons involved in the Incident solving process can access the status of the Incident at any time. SAP shall use commercially reasonable efforts to comply with the Initial Reaction Times (IRT) and Maximum Processing Times during Regular Working Hours for the Eligible Software regarding support Incidents (messages) when communicating with the Partner.

Priority of Support Incidents	Initial Reaction Time (IRT)	Corrective Action (provision of solution, action plan or workaround)
▪ 1 = very high	▪ 1 hour [1]	▪ 4 hours [1]
▪ 2 = high	▪ 4 working hours	▪ N/A

For Eligible Software, SAP will commence Incident handling on errors of very high priority (for a definition of priorities, see SAP Note 67739) 24 hours, 7 days a week provided that the following conditions are met: (i) The error must be reported in English and (ii) Partner must have a suitably skilled English-speaking employee at hand so that Partner and SAP can communicate if SAP assigns the problem Incident to an overseas SAP support center. If either or both of these conditions are not fulfilled, SAP may not be able to start Incident handling or to continue Incident handling until these conditions are fulfilled.

Initial Reaction Time

- SAP shall confirm receipt of an Incident and provide Partner with an initial qualified response.

Corrective Action Response Time SLA

SAP shall provide a solution, action plan or workaround subject to the following.

- Partner shall forward the support Incident to SAP within the agreed timeframe if the cause of the defect in the Support Incident indicates a previously unknown problem with the Software coding.
- SAP is under no obligation to provide a fix for previously unknown bugs.
- Times only refer to that part of the processing time, when the Incident is being processed by SAP ("Processing Time"). The Processing Time does not include the time, when the message is on status "Partner Action", "Customer Action" or "SAP Proposed Solution", whereas:
  - The status "Partner Action" means the Incident was handed over to a technology or software partner of SAP or a third-party vendor of SAP outside the SAP's organization for further processing.
  - The status "Customer Action" means the Incident was handed over to Partner.
  - The status "SAP Proposed Solution" means SAP has provided a Corrective Action (see note below).

For Eligible Software, the Corrective Acton Time for Priority 1 "Very High" support Incidents is measured in real time, provided the Partner maintains availability to continue working with SAP outside of normal business hours.

SAP will provide a solution, work around or action plan for resolution ("Corrective Action") of Partner's Priority 1 incident within four hours of SAP's receipt (twenty-four hours a day, seven days a week) of such Priority 1 incident (SLA for "Corrective Action"). In the event an action plan is submitted to Partner as a Corrective Action, such action plan will include: (i) status of

the resolution process; (ii) planned next steps, including identifying responsible SAP resources; (iii) required Licensee actions to support the resolution process; (iv) to the extent possible, planned dates for SAP's actions; and (v) date and time for next status update from SAP.

4. SAP SOLUTION MANAGER ENTERPRISE EDITION, SAP ROUTER CONNECTIVITY, SAP REMOTE COMPONENTS, AND REMOTE SUPPORT PLATFORM (FOR SAP BUSINESS ONE)

4.1 The architecture of certain Software not branded as SAP BusinessObjects as specified by SAP on the SAP Support Portal at https://partneredge.sap.com/en/partnership/support/oem-support.html requires SAP's development team to access Software at the code level to provide Partner SAP Support (the "Specified Software"). The following specifies the additional support requirements related to the provision of SAP Support of the Specified Software. In order for SAP to provide SAP Support for the Specified Software, remote connectivity is required between SAP and Partner's environment that is running the release of the Software made generally available to its Customers (the "GA Software"). Connectivity to Partner's system can be established in a multitude of ways including SAP Solution Manager, SAP Router, and SAP Remote Components, as described here: https://support.sap.com/en/tools/connectivity-tools.html.

4.2 For SAP Business One:

(a) connectivity can be established only if Partner actively handles any connection request. Such connection requests can either be for direct connectivity (invitation to a Desktop sharing session) or indirect connectivity (assignment of executable notes ("RSP tasks") via remote support platform for SAP Business One, which shall be executed by Partner and their result sent back to SAP. See note 1166732 (https://launchpad.support.sap.com/#/notes/1166732).

(b) Partner shall make available to SAP a backup of the productive SAP Business One database if it is necessary for SAP to process a support Incident. Such productive Business One database shall be provided by means of remote support platform for SAP Business One (RSP).

(c) Partner is responsible to obtain the consent from the Customers for the hand over and processing of personal data stored in such database.

(d) Partner shall ensure that its Customers have installed, configured and uploaded the System Status Report from RSP.

(e) For satisfactory remote support, the Partner must ensure that the its Customers set up and maintain an internet connection which meets SAP's technical specifications for SAP Business One remote support and has obtained a separate license for a web browsing software that allows the proper rendering of the support services. According to SAP's experiences, the currently offered support services are most properly rendered when the Customers install the Microsoft Internet Explorer.

(f) Partner must ensure that Partner and its Customers' hardware and software installation meet the requirements published on the SAP Support Portal updated from time to time. Such installation shall include but are not limited to remote connection software and database analyzing tools.

4.3 SAP Solution Manager Enterprise Edition, SAP Router Connectivity, RSP and SAP Remote Components (and any successor to SAP Solution Manager Enterprise Edition, SAP Router Connectivity, RSP and SAP Remote Components provided hereunder) shall be subject to the Agreement and is solely for the following purposes under SAP Support: (i) delivery of SAP Support and support services for the Software including delivery and installation of software and technology maintenance for the Software; Solution Documentation for SAP Router can be found at: https://support.sap.com/remote-support/saprouter.html . Documentation for remote support platform for SAP Business One can be found within each RSP Software package, downloaded from https://partneredge.sap.com/en/products/business-one/support/rsp.html. Such application lifecycle management is limited solely to the following purposes:

(a) implementation, configuration, testing, operations, continuous improvement and diagnostics

(b) administration, monitoring, reporting and business intelligence as enabled using SAP NetWeaver technology integrated in SAP Solution Manager Enterprise Edition. Business intelligence may also be performed provided the appropriate SAP BI software is licensed by Partner as part of the Software.

For application lifecycle management as outlined under section 4.3(ii) above, Partner does not require a separate Package license to SAP CRM.

4.4 SAP Solution Manager Enterprise Edition, SAP Router and SAP Remote Components may not be used for purposes other than those stated above. Without limiting the foregoing restriction, Partner shall not use SAP Solution Manager Enterprise Edition, SAP router or SAP Remote Components for (i) CRM scenarios such as service plans, contracts, service confirmation management, except as CRM scenarios are expressly stated in Section 4.3; (ii) SAP NetWeaver usage types other than those stated above; or (iii) application life-cycle management and in particular Incident management (service desk) except for Software and Additional Supported Assets; and (iv) non-IT shared services capabilities, including without limitation HR, Finance or Procurement.

4.5 SAP, in its sole discretion, may update from time to time on the SAP SAP Support Portal under the use cases for SAP Solution Manager Enterprise Edition, SAP Router or SAP Remote Components under this Section 4.

4.6 SAP Solution Manager Enterprise Edition, SAP Router, RSP and SAP Remote Components shall only be used during the term of this SAP Support Schedule and by Named Users licensed by Partner subject to the licensed rights for the Software and exclusively to enable Partner to receive SAP Support from SAP. The right to use any SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components capabilities under SAP Support other than those listed above is subject to a separate written agreement with SAP, even if such capabilities are accessible through or related to SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components. Notwithstanding the foregoing limitation on Named Users, Partner shall be entitled to allow any of its employees to use web self-service in the SAP Solution Manager Enterprise Edition, SAP Router, RSP or SAP Remote Components during the term of this SAP Support Schedule for the sole purpose of creating support tickets, requesting support ticket status and ticket confirmation directly related to the Software and Additional Supported Assets.

4.7 Use of SAP Solution Manager Enterprise Edition, SAP Router, RSP and SAP Remote Component may only be used to receive SAP Support purposes in accordance with the terms of this SAP Support Schedule and may not be offered by Partner as a service to third parties even if such third parties have licensed SAP Software and have licensed Named Users.

5. PARTNER'S RESPONSIBILITIES. In order to receive SAP Support for the Specified Software, Partner must further satisfy the following requirements:

5.1 Partner must provide and maintain remote access of the Specified Software in an environment that is running the GA Software via either SAP Solution Manager Enterprise Edition, SAP Router or SAP Remote Support Component or such other technical standard procedure defined by SAP and grant SAP all necessary authorizations, in particular for remote analysis of issue as part of Incident handling. Such remote access shall be granted without restriction regarding the nationality of the SAP employee(s) who process support Incidents or the country in which they are located. Partner acknowledges that failure to grant access may lead to delays in Incident handling and the provision of corrections, or may render SAP unable to provide help in an efficient manner. Assistance with SAP Router connectivity can be achieved by logging a Incident against component XX-SER-NET (or any future SAP Note which replaces SAP Note XX-SER-NET).

5.2 Partner shall have installed, configured and be using productively, an SAP Router connection or SAP Remote Support Component connection, with the latest patch levels, and the latest SAP Router and SAP Remote Support Component support packages. For SAP Business One, the Partner shall have installed, configured and be using productively the remote support platform for SAP Business One.

5.3 Partner shall fully enable and activate SAP Remote Support Component, or SAP Router in accordance with the applicable documentation made available at the SAP Support Portal.

5.4 Partner agrees to maintain adequate and current records of all modifications and, if needed, promptly provide such records to Licensee.

5.5 Submit all error Incidents via the then current SAP support infrastructure as made available by SAP from time to time via updates, upgrades or add-ons.

5.6 Inform SAP without undue delay of any changes to Partner's installations and Named Users and all other information relevant to the Software under which SAP Support is provided.

6. VERIFICATION. To check the compliance with the terms of this Schedule, SAP shall be entitled to periodically monitor (at least once annually and in accordance with SAP standard procedures) (i) the correctness of the information Partner provided and (ii) Partner's usage of the Solution Manager Enterprise Edition, SAP Remote Support Component, SAP Router, or remote support platform for SAP Business One, in accordance with the rights and restrictions set out in Section 4.2.

7. Incident Billing.

7.1 A number of SAP Business One support Incidents require the usage of remote support platform for SAP Business One (RSP) for their resolution. Partner shall ensure that RSP is used for the resolution of such Incidents. Information on which Incidents are subject is published on the SAP PartnerEdge Portal which can be found at: https://partneredge.sap.com/en/products/business-one/support/rsp.html. In case such Incident is forwarded to SAP by Partner without the usage of RSP, SAP will charge Partner a fee per Incident as described in the then current and applicable SAP Price List.

7.2 For Incidents solved by SAP as described above in Section 7.1, SAP will charge Partner a fee per Incident as outlined in the then current applicable SAP Price List (billing on a "per message basis"). However, SAP will not invoice Partner if SAP has solved five (5) or fewer Incidents or messages per quarter.

(a) SAP will issue invoices to Partner on a quarterly basis. Such invoices will comprise a list of Incidents or messages solved by SAP. As long as Incidents or messages are being processed, they are not invoiced to Partner. Invoices will be issued after resolution of an Incident or message. All amounts due for solving of such Incidents or messages shall be payable by Partner to SAP within thirty (30) days of invoice date. Further information related to message billing can be found at: (https://service.sap.com/~sapidb/011000358700000007912010E/) for SAP Business One Message Billing.

8. Termination.

8.1 SAP Support may be terminated by either party with 3 months written notice (i) prior to the end of the initial SAP Support term and (ii) thereafter, prior to the start of the following renewal period. Any termination provided in accordance with above will be effective at the end of the then-current SAP Support period during which the termination notice is received by the respective party. Notwithstanding the foregoing, SAP may terminate SAP Support after one month written notice of Partner's failure to pay the applicable SAP Support fees.

8.2 Should Partner order SAP Support after (i) electing not to subscribe to SAP Support with the purchase of any Software license or (2) SAP Support termination, Partner shall pay a fee equal to the fees that Partner would have paid for SAP Support commencing from the license purchase

date or the SAP Support termination date, as applicable, plus a reinstatement fee, in addition to annual SAP Support fees due for SAP Support covering the term following reinstatement. For the avoidance of any doubt, termination of SAP Support by Partner of the (i) ASP licenses, or (ii) On-Premise licenses licensed by a Customer, shall strictly apply to all ASP licenses licensed by Partner, or all On-Premise licenses licensed by such Customer, as the case may be. Any partial termination of SAP Support with respect to such licenses shall not be permitted in respect of any part of the Agreement, its addenda, or Order Form or this Exhibit.

9. License Key. The copy of the Software for the Test and Demonstration Licenses licensed hereunder requires a license keycode. Partner will be provided with the information on how to download the license keycode within five (5) business days from the date of installation of the Software on the Designated Unit. The required form to receive the license keycode from SAP must be executed by Partner and faxed to SAP within the four (4) week period following installation of the Software. The applicable form and fax number will be included in each installation kit provided to Partner upon delivery of the Software. In the event that Partner subsequently changes Designated Units for use of the licensed Software, Partner must be re-issued license keycode for each respective copy of the licensed Software. Failure of Partner to obtain necessary license keycode for the licensed Software within four (4) weeks of installation of such Software will cause the Software to have limited access until such time as the license keycode are issued.

10. Partner's Duties towards Customers and SAP

10.1 Partner will operate its own Customer support during its normal Local Office Times in the official language(s) of Customers.

10.2 Partner bears sole responsibility for the provision of services in relation to all inquiries from Customers.

10.3 SAP grants Partner a limited license for the SAP Solution Manager Enterprise Edition which is provided only for the purposes and for as long as the Partner needs license rights for purposes of receiving support services for the Specified Software for which Partner has ordered SAP Support. Partner will inform SAP in writing when its SAP Solution Manager Enterprise Edition is set-up and fully operational.

10.4 If Partner does not comply with the aforementioned requirement, Partner acknowledges that SAP reserves the right to withhold certain services related to SAP Support and takes further measures as set out in the Agreement.

10.5 Partner will designate a contact person for SAP who will be responsible for support of Customers and will ensure that Partner's employees who receive and process Incidents or Priority 1 Incidents from Customers forward such Incidents to SAP. These employees must be adequately qualified to provide support and are certified by SAP in accordance with the SAP support requirements. Partner agrees to use procedures, methods, and tools provided by SAP Support that are objectively suitable for proactively detecting and correcting typical problems in the Software. Partner must specify in its support agreements with Customers that Customers will not send any Incidents directly to SAP but will first contact Partner's Customer support.

10.6 To leverage SAP Support Network, Partner must ensure that the communications connections between Partner and SAP as well as between Customers and Partner, which are necessary for remote support to be provided efficiently, are operable at all times and allow satisfactory response times. This also covers the required communications connections to any third parties involved. Partner must bear the connection costs resulting from remote support. SAP recommends that Partner uses the technologies for remote support specified on SAP Support Portal.

10.7 To a reasonable extent, Partner must deploy the tools objectively suitable to solving the problems named in the Incident that SAP makes available to Partner under this SAP Support

Schedule at its own site and on Customer systems in accordance with the current SAP Notes on SAP Support Portal.

10.8 In order to verify Partner's compliance with the terms of this SAP Support Schedule, Partner authorizes SAP to periodically monitor and/or audit (at least once annually and in accordance with SAP standard procedures) (i) the correctness of the information provided by Partner and

10.9 Upon SAP's request, Partner shall report to SAP the total number of messages received (support Incidents related to Software) from Customers during a given period of time regardless of the communication channel through which the message was received. However, such period of time shall not exceed a maximum of twelve (12) months prior to the date of SAP's request. Partner shall provide this information to SAP latest thirty (30) days after receipt of such request.

OTHER LIMITATIONS, TERMS AND CONDITIONS

(a) The scope SAP Support offered by SAP may be changed annually by SAP at any time upon three months prior written notice.

(b) Partner hereby confirms that Partner has obtained all licenses for any product, including any third party product that work in conjunction with the Software.

(c) FAILURE TO UTILIZE SAP SUPPORT PROVIDED BY SAP, IN COMBINATION OF A CURRENTLY ACCESSIBLE REMOTE CONNECTIVITY BETWEEN SAP AND PARTNER (WHERE APPLICABLE), MAY PREVENT SAP FROM BEING ABLE TO IDENTIFY AND ASSIST IN THE CORRECTION OF POTENTIAL PROBLEMS WHICH, IN TURN, COULD RESULT IN UNSATISFACTORY SOFTWARE PERFORMANCE FOR WHICH SAP CANNOT BE HELD RESPONSIBLE.

(d) In the event SAP licenses third party software to Partner under the Agreement, SAP shall provide SAP Support on such third party software to the degree the applicable third party makes such support available to SAP. Partner may be required to upgrade to more recent versions of its operating systems and databases to receive SAP Support. If the respective vendor offers an extension of support for its product, SAP may offer such extension of support under a separate written agreement for an additional fee.

(e) SAP Support is provided according to the current maintenance phases of Software releases and in accordance with the SAP Release Strategy as stated in https://support.sap.com/release-upgrade-maintenance/release-strategy.html. For up-to-date release planning information and further information on services, please refer to the Product Availability Matrix (PAM) at https://support.sap.com/release-upgrade-maintenance/pam.html.

(f) SAP will not provide support for Incidents that are in Partner's or Customer's area of responsibility and as a result, for example, from inappropriate installation, unsatisfactory Customer training, lack of or incorrect business design, incorrect operation or faulty hardware.

(g) The scope of SAP Support only aims at the resolution of Incidents and problems caused by the Software if the problem or error can be reproduced in the Software on a standalone basis. SAP Support does not include usage, integration, interoperability and operations questions or issues, including any use in conjunction with Partner's products, which are the responsibility of the Partner.

(h) Partner shall deploy the Software only on certified hardware and other platforms as described in the Documentation. SAP shall not be obligated to provide SAP Support if the Software is not deployed on such certified hardware and platforms.

Appendix "SAP Support Services"

This Appendix "SAP Support Services" defines the terminology for the following areas with respect to provision of SAP Support. This Appendix does not apply to provision of support for SAP Business One.

Article 1 Technical Requirements

Technical Requirements for Partner

Hardware and software must at least meet the list of requirements published on SAP Support Portal (http://support.sap.com).

In particular, the following are mandatory:

1. Software
   (a) Partner operates test systems to simulate and analyze problems for all Software Releases supported under this SAP Support Schedule
   (b) Remote connection software as required by SAP (SAP Note 35010 which can be found at: https://launchpad.support.sap.com/#/notes/35010)
2. Telecommunications infrastructure
   (a) Fast Internet connection (minimum ADSL, greater bandwidth recommended)
   (b) Hotline number

Technical Requirements for Customer

Hardware and software must at least meet the requirements published on SAP Support Portal.

In particular, the following are mandatory:

Telecommunications infrastructure
1. Fast Internet connection (minimum asymmetric digital subscriber line (ADSL) standard, greater bandwidth recommended)
2. Telephone system