RISE with SAP S/4HANA Cloud, private edition
Supplemental Terms and Conditions

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to RISE with SAP S/4HANA Cloud, private edition; RISE with SAP S/4HANA Cloud, private edition, base and base option; RISE with SAP S/4HANA Cloud, private edition and experience management; RISE with SAP S/4HANA Cloud, private edition, premium and premium plus; SAP extended services for SAP S/4HANA Cloud, private edition; and RISE with SAP S/4HANA Cloud, private edition, upgrade option Cloud Services and their optional add-ons to which Customer is subscribed ("RISE with SAP S/4HANA Cloud, PE"). Any documents referenced in this Supplement are available upon request.

1. CLOUD SERVICE

1.1. The Usage Metrics and additional terms of RISE with SAP S/4HANA Cloud, PE are described in the RISE with SAP S/4HANA Cloud, private edition Service Description Guide ("SDG") available at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=agreements:product-use-support-terms/service-description-guides&sort=latest_desc ("Service Description Guide").

1.2. Certain features integrated in the Cloud Service and described as "Cloud Features" as described in the SDG and/or the then-current Documentation may be provisioned on the SAP Business Technology Platform, a multi-tenant cloud platform ("BTP").

1.3. Cloud Service Software may only be accessed and used as a part of the RISE with SAP S/4HANA Cloud, PE Cloud Service subscribed to by Customer. "Cloud Service Software" means the software included in the RISE with SAP S/4HANA Cloud, PE Cloud Service as part of the Cloud Service.

1.4. If Customer subscribes to the Cloud Service(s), Customer will receive access to the following additional, multi-tenant cloud services subject to the limitations indicated herein (collectively, "Bundled Cloud Services"). Use of each Bundled Cloud Service is subject to the supplemental terms located at http://www.sap.com/agreements-cloud-supplement.

Bundled Cloud Service	RISE with SAP S/4HANA Cloud, private edition, base	RISE with SAP S/4HANA Cloud, private edition, premium ("Premium")	RISE with SAP S/4HANA Cloud, private edition, premium plus ("Premium Plus")*	Bundled Cloud Services Limitation
SAP Build Work Zone, standard edition	X	X	X	For each Full Usage Equivalent of RISE with SAP S/4HANA Cloud, PE, Customer is entitled to 1 Active User
SAP BPI		X	X	1 production tenant and one-time data upload of a maximum of 50GB of Storage and supports the connection to one ERP system
Signavio PM		X	X	3 Users where Customer does not have an existing subscription.
Signavio Collaboration Hub		X	X	10 Users where Customer does not have an existing subscription.
SAP Build Apps, Enterprise Edition		X	X	See table in Section 1.4.1
SAP Build Process Automation		X	X	See table in Section 1.4.1
CPEA Voucher		If specified in the Order Form	If specified in the Order Form	As indicated in the Order Form

SAP S/4HANA Cloud for Group Reporting, private edition	X	X	X	For Base and Premium, 2 Objects. For Premium Plus, see table in Section 1.4.1
SAP Group Reporting Data Collection			X	See table in Section 1.4.1
SAP Analytics Cloud for planning, predictive edition			X	10 Standard Users and 1 Professional User
SAP S/4HANA Cloud for Cash Management			X	See table in Section 1.4.1
SAP S/4HANA Cloud for Receivables Management			X	See table in Section 1.4.1
SAP Business Network Supplier Portal			X	100,000 Documents
SAP Sustainability Control Tower			X	10 Records
SAP Sustainability Footprint Management			X	10 Records
SAP Datasphere			X	See table in Section 1.4.1
SAP AI Unit			X	See Section 2

*If Customer subscribes to RISE with SAP S/4HANA Cloud, private edition, upgrade option, Customer is eligible to receive the difference in Bundled Cloud Services between those received under the RISE with SAP S/4HANA Cloud, premium order form and those specified herein for RISE with SAP S/4HANA Cloud, premium plus based on the usage volume under the RISE with SAP S/4HANA Cloud, premium order form.

1.4.1. Additional access limitations apply to Bundled Cloud Services as noted in the tables immediately below.

FUEs	SAP Build Apps, Enterprise Edition*	SAP Build Process Automation*			
		Standard Users	Advanced Users	Attended Automation	Unattended Automation
1 - 135	1 Base Package	20	5	1	2
136 - 550	1 Base Package	20	5	1	2
551 – 1,000	2 Base Packages	50	10	2	4
1,001 – 2,000	2 Base Packages	50	10	2	4
2,001 – 4,000	2 Base Packages	50	10	2	4
4,001 – 6,000	3 Base Packages plus 25 Active Users	100	20	4	8
6,001 – 12,000	3 Base Packages plus 25 Active Users	100	20	4	8
12,001 – 25,000	3 Base Packages plus 75 Active Users	150	75	4	8
25,000 +	3 Base Packages plus 225 Active Users	300	100	5	10

*Use is subject to the BTP Supplement.

FUEs	SAP S/4HANA Cloud for Group Reporting, private edition and SAP Group Reporting Data Collection	SAP S/4HANA Cloud for Cash Management, private edition and SAP S/4HANA Cloud for Receivables Management, private edition
1 - 135	2 Objects	2 Users and 2 Revenue
136 - 550	2 Objects	2 Users and 2 Revenue
551 – 1,000	4 Objects	4 Users and 4 Revenue
1,001 – 2,000	4 Objects	4 Users and 4 Revenue
2,001 – 4,000	6 Objects	4 Users and 4 Revenue
4,001 – 6,000	6 Objects	8 Users and 8 Revenue
6,001 – 12,000	8 Objects	8 Users and 8 Revenue
12,001 – 25,000	16 Objects	12 Users and 12 Revenue
25,000 +	25 Objects	16 Users and 16 Revenue

FUEs	SAP Datasphere (per Month)
1 - 135	1,700 Capacity Units
136 - 550	1,700 Capacity Units
551 – 1,000	3,400 Capacity Units
1,001 – 2,000	3,400 Capacity Units
2,001 – 4,000	5,100 Capacity Units
4,001 – 6,000	5,100 Capacity Units
6,001 – 12,000	6,800 Capacity Units
12,001 – 25,000	6,800 Capacity Units
25,000 +	6,800 Capacity Units

1.4.2.   For RISE with SAP S/4HANA Cloud, private edition or RISE with SAP S/4HANA Cloud, private edition and experience management renewals, Customer is entitled to the same Bundled Cloud Services and subject to the same Bundled Cloud Services limitations as referenced in the RISE with SAP S/4HANA Cloud, private edition Supplemental Terms and Conditions in effect at the effective date of the initial order form for the Cloud Service.

1.4.3.   For RISE with SAP S/4HANA Cloud, private edition premium and premium plus, if Customer receives access to CPEA Voucher as described in this Section, Customer may, under SAP's Clean Core program, be eligible to receive additional Cloud Credits of CPEA Voucher once a year.

1.5.   At Customer's option and with a subscription to RISE with SAP S/4HANA Cloud, PE, Customer may access the following additional services made available at the following web links:

(i)   For SAP Custom Code Migration App, access is made available at https://blogs.sap.com/abap-custom-code-analysis-using-sap-cloud-platform;

(ii)   For Process Discovery by SAP, access is made available at http://www.s4hana.com; and

(iii) For SAP Readiness Check, access is made available at http://www.sap.com/readinesscheck.

2.   SAP AI UNIT

2.1.   The SAP AI Services and AI Unit Supplemental Terms and Conditions ("SAP AI Unit Supplement") apply to the SAP AI Unit Bundled Cloud Service. All capitalized terms used in this Section but not defined shall have the meaning stated in the SAP AI Unit Supplement.

2.2.   Customer is entitled to the Capacity Unit amount specified below based on the Cloud Service Usage Metric volume as indicated in the Order Form. Customer may exercise the Capacity Units on AI Services as listed on the then-current AI Services List titled "AI Services List" and accessible at https://www.sap.com/about/agreements/policies/cloud-service-specifications.html?sort=latest_desc or as made available through the administrative cockpit of the respective platform.

Full Use Equivalents (FUEs)	Capacity Units Per Contract Year
1 - 135	20,000
136 - 550	30,000
551 – 1,000	90,000
1,001 – 2,000	150,000
2,001 – 4,000	200,000
4,001 – 6,000	250,000
6,001 – 12,000	275,000
12,001 – 25,000	450,000
25,000 +	900,000

2.3.   If Customer exceeds use of the aforementioned Capacity Units for the AI Service(s), SAP will require Customer to purchase the SAP AI Unit cloud service in addition to pay fees for excess use that have accrued from the date the excess use began.

3.   ADDITIONAL TERMS

3.1.   **System Maintenance**

3.1.1.   SAP performs regular, scheduled maintenance activities to maintain OS security patch levels, database and application patches, infrastructure maintenance and other scheduled proactive activities. Such maintenance activities will be reasonably scheduled for date, time and duration as mutually agreed in advance between SAP and Customer ("Scheduled Downtime") based on requirements and resources. If Customer fails to cooperate with the scheduling and/or performance of such maintenance activities in a timely manner as recommended by SAP, Customer shall be solely responsible for any resulting issues in the Cloud Service, including unexpected downtime.

3.1.2.   Notwithstanding the foregoing, SAP reserves the right to perform Emergency Maintenance activities at any time without Customer's prior consent. SAP will use reasonable efforts to provide Customer with forty-eight (48) hours advance notice regarding performance of Emergency Maintenance. In case of Cloud Service downtime during such Emergency Maintenance, such downtime will be considered "Emergency Downtime" as defined in the SLA (defined in Section 3.2 below). "Emergency Maintenance" are maintenance activities reasonably necessary to prevent or mitigate circumstances that may otherwise pose a significant impact to the Cloud Service.

3.1.3. Customer is responsible for requesting and coordinating with SAP the application of security patches (all security patches with priorities "critical," "high," "medium," or "low") by way of a service request ticket. Such patches will be applied during Scheduled Downtime or other Agreed Downtime, as defined in the SLA.

Support. Support for the Cloud Service will be provided by SAP as described in the Support Policy or Schedule for SAP Cloud Services referenced in the Order Form, as supplemented by the description in Attachment 1 to this Supplement. For the avoidance of doubt, the support services described in the Agreement may only be used to support Cloud Services to which this Agreement applies, as specified in the Order Form, and may not be used to support any other SAP products or third-party solutions, including SAP products purchased under a separate agreement between an affiliate of Customer and SAP (or a distributor of SAP products). Customer acknowledges that if Customer uses any such services for other SAP products or third-party solutions without a separate SAP support agreement for such products, SAP will invoice Customer the applicable accrued fees associated with such time period of use plus a reinstatement fee for support for such products.

3.2. **Service Level Agreement.** The Service Level Agreement applicable to the RISE with SAP S/4HANA Cloud, PE Cloud Services is the Service Level Agreement for Private Cloud Edition Services and Tailored Option Services ("SLA"), except the 99.5% System Availability service level in the SLA is replaced with 99.7% unless otherwise indicated in the Order Form. The Service Level Agreement for SAP Cloud Services applies to Bundled Cloud Services that are not RISE with SAP S/4HANA Cloud, PE Cloud Services.

3.2.1. Section 3 of the SLA (Backup and Computing Environment Incident Reaction Time) shall apply only to Incidents (defined in the SLA) associated with SAP tasks and services applicable to the Computing Environment (defined in the SLA) as identified in the RISE with SAP S/4HANA Cloud, PE Roles and Responsibilities Documentation made available to Customer on SAP's website, at https://help.sap.com/, or upon request.

3.3. **Modifications and Add-Ons.**

3.3.1. **Definitions.**

3.3.1.1. "Add-on" means any development that adds new and independent functionality to the SAP Cloud Service Software, but does not modify existing SAP functionality, and is developed using SAP application programming interfaces or other SAP code that allows other software products to communicate with or call on SAP Cloud Service Software. All Add-ons developed by SAP, independently or jointly with Customer, shall be considered Cloud Material and as such, all intellectual property rights in and related to the Add-ons developed by SAP (independently or jointly with Customer) including any derivatives thereof are owned by SAP, SAP SE, their Affiliates or licensors.

3.3.1.2. "Customer ABAP Add-on" means an Add-on developed in the ABAP programming language and developed by or on behalf of Customer without SAP's participation.

3.3.1.3. "SAP-provided Add-on" means any Add-on that is not a Customer ABAP Add-on and is an Add-on made available for a RISE with SAP S/4HANA Cloud, PE Cloud Service.

3.3.1.4. "Additional Add-on" means any Add-on that is published by SAP as an SAP certified Add-on on the SAP Certified Solutions Directory.

3.3.1.5. "Modification" means (i) a change to the delivered source code or metadata; or (ii) any development, other than a change to the delivered source code or metadata, that customizes, enhances or changes existing functionality of the SAP Cloud Service Software. For purposes of this Cloud Service, Cloud Materials include all Modifications. For the avoidance of doubt, all intellectual property rights in and related to the Modifications and derivatives thereof are owned by SAP, SAP SE, their Affiliates or licensors.

Customer has the right to develop and/or use Customer ABAP Add-ons, SAP-provided Add-ons, and Additional Add-ons to the SAP Cloud Service Software in furtherance of its permitted use of the Cloud Service under this Agreement. Where Customer is also subscribed to SAP extended services for SAP S/4HANA Cloud, private edition, Customer is only permitted to use SAP-provided Add-ons and Additional Add-ons.

For RISE with SAP S/4HANA Cloud, private edition; RISE with SAP S/4HANA Cloud, private edition, base; RISE with SAP S/4HANA Cloud, private edition and experience management; and RISE with SAP S/4HANA Cloud, private edition, premium only, Customer has the right to develop and use Modifications to the SAP Cloud Service Software in furtherance of its permitted use of the Cloud Service under this Agreement. Where Customer is also

subscribed to SAP extended services for SAP S/4HANA Cloud, private edition, Customer is not permitted to make Modifications.

Customer is responsible for all installation, management and support for any Modifications, Customer ABAP Add-ons, and Additional Add-ons. Customer is responsible for testing and resolving source code issues, compatibility issues, security vulnerabilities or other conflicts that may arise from Modifications, Customer ABAP Add-ons, and/or Additional Add-ons permitted under this Agreement and any patches or workarounds, or other changes provided by SAP for the Cloud Service Software, in a timely manner. Modifications, Customer ABAP Add-ons, and Additional Add-Ons must not enable the circumventing of any restrictions set forth in the Agreement, nor impair or degrade the performance, system availability, operability, or security of the Cloud Service. Customer will inform SAP without undue delay about any issues or vulnerabilities with the Modifications, Customer ABAP Add-ons, or Additional Add-ons that may impair or degrade the Cloud Service. For the avoidance of doubt, SAP reserves the right to restrict or require the removal any Add-ons that it determines may pose any such risk to the Cloud Service. In exchange for the right to develop Customer ABAP Add-ons under the Agreement, Customer covenants, on behalf of itself, successors and assigns, not to assert against SAP SE, their Affiliates or licensors, any rights in any Customer ABAP Add-ons, or any claims of any rights, against any SAP product, service, or future SAP development.

Customer ABAP Add-ons and all rights associated therewith, shall be the exclusive property of Customer subject to SAP's rights in and to the Cloud Service and Cloud Materials as indicated in this Agreement; provided Customer shall not commercialize any such Customer ABAP Add-ons developed under this Agreement. Customer grants to SAP (including SAP SE, its Affiliates, and subcontractors) a non-exclusive right to process, use, and display Customer ABAP Add-ons to provide and support the Cloud Service and as set out in the Agreement. In exchange for the right to develop Customer ABAP Add-ons under the Agreement, Customer covenants, on behalf of itself, successors, and assigns, not to assert against SAP SE, their Affiliates or licensors, any rights in Customer ABAP Add-on, or any claims of any rights, against any SAP product, service, or future SAP development.

3.4.   **Other Customer-Provided Software.** Except as set forth above in connection with Add-ons, Customer may not use any other Customer-provided software in the Cloud Service, including on the operating system. If SAP, on an exceptional basis, permits Customer to use any such Customer-provided software, each of the requirements and restrictions applicable to Add-Ons set forth above shall apply to such Customer provided software. Customer is responsible for obtaining all necessary rights from third parties required for SAP to run and host any Customer-provided software in the Cloud Service environment. Customer will, at SAP's request, provide written verification of such rights. Customer grants to SAP the nonexclusive right to use the Customer-provided software for the sole purpose of and only to the extent necessary for SAP to provide the Cloud Service. Customer acknowledges that additional fees may apply in connection with management and support of such Customer-provided software in the Cloud Service.

3.5.   **Customer Data Return.** Prior to termination or expiration of the Subscription Term, at Customer`s request, SAP shall provide to Customer, within a reasonable time period and in a reasonable backup media format utilized by SAP, a final export of the Customer Data in the Cloud Service. Customer must verify the usability of this export within two weeks of receipt. In the event Customer does not provide verification within the two-week period, the exported Customer Data shall be deemed usable.

3.6.   **Additional Services**. Customer may request Additional Services (or the SAP Services Team may request such services on Customer's behalf) through a service request on the SAP Service Request Platform or an equivalent platform. SAP will inform Customer (or Partner, if applicable) of the fees for the requested Additional Service, and Customer (or Partner) shall confirm the purchase of such service. Any Additional Services completed by SAP will be invoiced monthly in arrears. "Additional Services" are tasks related to the Cloud Service systems identified in the RISE with SAP S/4HANA Cloud, PE Roles and Responsibilities Documentation (available to Customer on SAP's website or upon request) as "Additional Service."

4.   CUSTOMER RESPONSIBILITIES

4.1.   SAP`s provision, operation and support of the Cloud Service is subject to Customer`s reasonable cooperation and providing, no later than five (5) business days from the effective date of the Order Form, necessary information (including any on-boarding documentation), authorizations and qualified resources for such activities. Customer authorizes SAP to set up and use an administrative user in the Cloud Service systems as

needed to provision and confirm Customer's subscribed usage and technical compliance of the Cloud Service. SAP shall be permitted to audit (at least once annually and in accordance with SAP standard procedures, which may include an on-site and/or remote audit) the Customer's use of the Cloud Service and the Bundled Cloud Service(s) to verify compliance with Usage Metrics, volume, and the Agreement. Customer shall cooperate reasonably in the conduct of such audits.

4.2.   Customer may only process, transmit, and store cardholder data, or Customer Data that includes a unique payment card number that identifies an issuer and a particular cardholder account, in the Cloud Service with a subscription to the SAP Digital Payments, base package cloud service.

4.3.   In connection with Customer's obligations related to Customer Data under the Agreement, Customer Data includes all Customer-provided Software used in the Cloud Service environment.

4.4.   Customer is responsible for the definition, documentation, and execution of its business processes in the Cloud Service, including, but not limited to configuration of systems' management and application and data security policies and batch processing requirements. Customer is responsible for providing SAP necessary and sufficient documentation of its applicable processes and Customer ABAP Add-ons for SAP to perform its responsibilities under the Agreement.

4.5.   **Upgrades and Releases.**

4.5.1.   Customer is responsible for having upgrades and new releases of the Cloud Service Software installed. Technical installation of such upgrades and new releases is performed by SAP on request. Customer must only use a version or release of the Cloud Service Software for which software maintenance and support are current, as provided by SAP. For purposes of this Section, "current" means it is covered by Mainstream Maintenance or, where identified in the Release Strategy, Extended Maintenance. Unless otherwise indicated herein, Customer may not use the Cloud Service Software on any other maintenance phases. Such support is provided according to the current maintenance phases of SAP software releases as described in the SAP Release and Maintenance Strategy, available at https://support.sap.com/releasestrategy ("Release Strategy"). Notwithstanding the foregoing, certain optional add-ons may also be made available through the Extended Maintenance phase only as identified and described in the SDG and Release Strategy. For all Additional and Customer ABAP Add-ons, simplification and incompatibility checks must be executed by Customer. Customer is responsible for evaluating the results of such checks to ensure that implemented business processes, backend and frontend applications and integrations are running after changes to the Cloud Service Software.

4.5.1.1.   **Limited Maintenance.** For RISE with SAP S/4HANA Cloud, PE, if Customer is (i) not using a current release of the Cloud Service Software or (ii) has less than nine (9) months remaining (as of the start date of the Order Form) until the release is no longer current, Customer shall upgrade its production environment of the Cloud Service Software to the current release as described in SAP's RISE Limited Maintenance Policy available at https://www.sap.com/about/agreements/policies.html. As such, use of Cloud Service Software that is not current is at the Customer's own discretion and risk.

Notwithstanding the foregoing, SAP's obligations under the Agreement and Documentation are dependent on Customer maintaining the Cloud Service Software as current. SAP is not responsible for the reliability, performance, availability, functionality, security, or any other related issues experienced with the Cloud Service Software that may result from running a release that is not current and is not liable to Customer for any loss or damage that might arise from a Cloud Service Software's inoperability or unavailability because it is not current.

4.5.2.   Where Customer is also subscribed to SAP extended services for SAP S/4HANA Cloud, private edition, upgrades to the then-current version of the Cloud Service Software are required every two contract years.

4.5.3.   If SAP is not able to perform upgrades due to the lack of Customer's cooperation, (i) SAP's ability to provide support may be limited and SAP assumes no responsibilities for such limitations and (ii) the System Availability Service Levels in the SLA shall not apply.

4.6.   Customer is responsible for the connection to the Cloud Service, including the Internet connection to the Point of Demarcation. SAP's responsibility shall not extend beyond the Point of Demarcation. Point of Demarcation means the outbound firewall (or, in case of a VPN for access, the point of connection of the SAP network to the VPN) of SAP's computing environment used to provide the Cloud Service.

4.7.   If Customer fails to fulfil any Customer obligations set forth in this Supplement, Customer is responsible for the ramifications of such failure including delays, subsequent costs, and any performance, availability, functionality, support, and/or security issues experienced with the Cloud Service Software.

Attachment 1 to
RISE with SAP S/4HANA Cloud, private edition Supplemental Terms and Conditions
Support Services

This Attachment sets forth the support services provided in addition to the support services of the Support Schedule for Cloud Services under the Agreement. This Attachment does not apply to Cloud Features.

1.   SCOPE OF ADDITIONAL SUPPORT SERVICES.

The additional support services apply to Cloud Service Software excluding software to which special support agreements apply exclusively ("Enterprise Support Solutions").

1.1.   Continuous Improvement and Innovation

1.1.1.   SAP may make available ABAP source code for SAP software applications included in Enterprise Support Solutions (excluding third-party software) and additionally released and supported function modules.

1.1.2.   Software change management including changed configuration settings or Enterprise Support Solutions software upgrades, is supported, with content, tools, and additional information.

1.2.   Global Support Backbone

1.2.1.   SAP Notes on SAP's Customer Support Website document software malfunctions and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections. SAP Notes also document related issues, customer questions, and recommended solutions (e.g. customizing settings).

1.2.2.   SAP Note Assistant, a tool to install specific corrections and improvements to SAP components, is included.

1.3.   Mission Critical Support

For Customer custom code built with the SAP development workbench, SAP provides mission-critical support root-cause analysis (Root Cause Analysis for Custom Code), according to the Global Incident Handling process and response levels for priority "very high" and priority "high" cases as set forth in the Support Schedule for Cloud Services. If the Customer custom code is documented according to SAP's then-current standards available at http://support.sap.com/supportstandards, SAP may provide guidance to assist Customer in issue resolution.

1.4.   SAP Application Lifecycle Management

1.4.1.   Subject to Customer's purchase of one of the SAP Solution Manager for SAP S/4HANA Cloud, private edition add-ons, Customer may access and use SAP Solution Manager Enterprise Edition (and any successor thereto) during the Subscription Term solely for the following purposes: (i) delivery of SAP Enterprise Support, cloud editions, and (ii) application lifecycle management for Enterprise Support Solutions and other SAP cloud or on-premise solutions for which Customer has a current support agreement with SAP. Such application lifecycle management is limited to: :

(i)   implementation, configuration, testing, operations, continuous improvement, and diagnostics;

(ii)   case management (service desk), problem management and change request management as enabled using SAP CRM technology integrated in SAP Solution Manager Enterprise Edition (Customer does not require a separate package license to SAP CRM);

(iii) mobile application lifecycle management scenarios using SAP NetWeaver Gateway (or equivalent technology) integrated in SAP Solution Manager Enterprise Edition;

(iv) management of application lifecycle management projects for Enterprise Support Solutions and any other software licensed by Customer from third parties and included in the Customer's RISE with SAP S/4HANA Cloud, PE environment and for hardware systems, supported by Customer's IT team ("Customer IT Solutions") using the project management functionality of SAP Project and Portfolio Management integrated in SAP Solution Manager Enterprise Edition except that the portfolio management functionality of SAP Project and Portfolio Management is not in scope of SAP Solution Manager Enterprise Edition and will need to be licensed separately by Customer; and

(v) 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 Customer as part of the Enterprise Support Solutions.

1.4.2. SAP Solution Manager Enterprise Edition may not be used for purposes other than those stated above.

1.4.3. SAP in its sole discretion may from time to time on SAP's Customer Support Website (available at https://support.sap.com) under http://support.sap.com/solutionmanager update the use cases for SAP Solution Manager Enterprise Edition under this Section.

1.4.4. SAP Solution Manager Enterprise Edition shall only be used during the term of the Agreement subject to the rights set forth herein and exclusively for Customer's SAP-related support purposes in support of Customer's internal business operations. The right to use any SAP Solution Manager Enterprise Edition capabilities under this Attachment 1 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. Customer shall be entitled to allow any of its employees to use web self-services in the SAP Solution Manager Enterprise Edition during the term of the Agreement such as creating support tickets, requesting support ticket status, ticket confirmation and change approvals directly related to Customer IT Solutions.

1.4.5. Use of SAP Solution Manager Enterprise Edition may not be offered by Customer as a service to third parties; provided, third parties authorized to access Cloud Services under the Agreement may have access to SAP Solution Manager Enterprise Edition solely for SAP-related support purposes in support of Customer's internal business operations in accordance with the terms of the Agreement.

1.5. Other Components, Methodologies, and Content.

1.5.1. Process descriptions and process content that may be used as pre-configured test templates and test cases via the SAP Solution Manager Enterprise Edition. In addition, the SAP Solution Manager Enterprise Edition assists Customer's testing activities.

1.5.2. Tools and content for SAP Application Lifecycle Management (accessible via SAP Solution Manager Enterprise Edition and/or the Enterprise Support Solutions and/or the applicable Documentation for Enterprise Support Solutions and/or SAP's Customer Support Website) to help increase efficiency:

(i) Tools for implementation, configuration, testing, operations, and system administration.

(ii) Best practices, guidelines, methodologies, process descriptions and process content. This content supports the usage of the tools for SAP Application Lifecycle Management.