

## SAP Communication Center by Ancile Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for the purchase of certain SAP products and services ("Agreement") pursuant to which Customer is purchasing SAP Communication Center by Ancile (the "Service"). SAP Communication Center by Ancile is deemed part of the Service (as defined in the General Terms and Conditions for SAP Cloud Services) and is provided under the terms and conditions of the Agreement. The Agreement includes an Order Form, the General Terms and Conditions for SAP Cloud Services, these supplemental terms and conditions (the "Supplement") and any Schedules referenced by those documents. This Supplement and any modifications to the Agreement made herein apply solely to SAP Communication Center by Ancile and not to any other SAP product or service.

**1. Pricing.** Fees for the Service include a base fee, which includes five Named Users, and a per-Named User fee for all Named Users in excess of five.

**2. Mobile Access.** The Service may be accessed by Named Users through a mobile application obtained by Named Users via third-party websites. Customer acknowledges that the use of such mobile applications is governed by the terms and conditions presented to the Named User upon download/access to the mobile application and not by the terms of this Agreement. Customer acknowledges that the third party that operates the website through which the mobile application is distributed may stop distributing the mobile application at any time, and SAP is not responsible for the unavailability of the mobile application due to the actions of the third party distributor.

### 3. Maintenance Windows

SAP can use the following maintenance windows for planned downtimes:

		<b>Maintenance Windows</b>
Regular Maintenance Windows		Customer may select from any one of the following maintenance window options: (1) Tuesday and Thursday from 2 a.m. to 4 a.m. Local Time (*); or (2) Saturday from 2 a.m. to 6 a.m. Local Time.
Major Upgrades		Up to 4 times per year from Friday 10 p.m. to Saturday 10 p.m. Local Time (*). SAP will inform Customer in due time in advance (either by email or by any other electronic means)
(*) Local Time		<b>UTC-4, Americas (summer); UTC-5, Americas (EST winter) UTC+2, Europe (summer); UTC+3, Europe (CET winter) UTC+8, APJ</b>

**4. Data Retention.** Customer may delete Customer Data from the Service at any time, in which case such Customer Data is immediately deleted from the production system. Customer Data is retained for 21 days as part of standard back up procedures, at which point it is permanently deleted. Upon the termination or expiration of the Agreement, Customer may delete its Customer Data, and it will be retained in backup systems for not more than 21 days in accordance with the described back up practices.

**5. Support.** SAP will provide support for the Service in accordance with the terms of **Attachment 1** to this Supplement.

**Attachment 1 to  
Supplemental Terms for  
SAP Communication Center by Ancile**

Support Terms

This document ("Support Services Document") describes the support services provided by SAP for SAP Communication Center by Ancile.

**1. Applicability**

This Support Services Document governs the provision of support and maintenance services by SAP to Customer for the Service.

**2. Support Services**

Support for Malfunctions

SAP will offer support for all malfunctions related to the Service (each an "**Incident**"). Support for custom applications is not included. Incidents have to be reported by Customer via the SAP Service Marketplace (or any other support channel introduced by SAP). In the event that SAP must access any of Customer's systems remotely, e.g. via application sharing, Customer hereby grants to SAP the permission for such remote access. The following Incident priorities shall apply:

Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time
Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours x 7 days a week	English	SAP initial response within 1 hour of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.
High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	8:00 a.m. to 6:00 p.m. Local Office Hours**		SAP initial response within 4 hours of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.

Medium	A business transaction does not work as expected with minor consequences for the productive operation.			SAP initial response within 8 business days of confirmation.* SAP will attempt to contact customer to clarify business impact and evaluate incident.
Low	The malfunction has only few or no effects on business transactions.			SAP initial response within 16 business days of confirmation.* SAP will attempt to contact customer to clarify business impact and evaluate incident.

\*Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted incidents.

\*\* Local office hours of the closest SAP support office, taking into account public holidays.

### 3. Customer Obligations/Preconditions

As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:

#### Key Users

Customer shall identify at least one English-speaking Named User as a "Key User". The Key User is responsible for managing all business related tasks of the Service related to Customer's business, such as:

- (i) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems
- (ii) Manage background jobs and the distribution of business tasks across users;
- (iii) Manage and monitor connections to Customer's third party systems (if available), such as e-mail, fax, printers;
- (iv) Support the potential adaptation of the Service.

#### Exploration of self-help tools

In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.