

**SAP Qualtrics Core XM**  
**SAP Qualtrics CX for Sales**  
**SAP Qualtrics CX for Service**  
**SAP Qualtrics Digital CX**  
**SAP Qualtrics 360 Feedback**  
**SAP Qualtrics Employee Engagement**  
**SAP Qualtrics Employee Lifecycle**  
**SAP Qualtrics Employee Benefits Optimizer**  
**Qualtrics EmployeeXM for IT**  
**Qualtrics EmployeeXM for IT Support**  
**Supplemental Terms and Conditions**

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to the Cloud Service listed above to which Customer is subscribed. Any documents referenced in this Supplement are available upon request.

**1. DEFINITIONS.**

- 1.1. **Contract Year** means a period of twelve consecutive months beginning on the first day of the Subscription Term or its annual anniversary.
- 1.2. **End User** means an individual or business entity that accesses Customer's deployment of SAP commerce software or cloud service to view and/or purchase goods or services.
- 1.3. **Responses** means any completed survey responses (survey results from an individual) in a Contract Year that are not survey previews, survey tests, or imported responses. Completed Responses include finished surveys and partial surveys that were moved out of responses in progress and recorded. Responses can be aggregated and allocated to Users in any amount up to the maximum number of Responses included in the subscription.
- 1.4. **Users (for SAP Qualtrics 360 Feedback; SAP Qualtrics Employee Engagement; SAP Qualtrics Employee Engagement, add-on; SAP Qualtrics Employee Lifecycle; SAP Qualtrics Employee Benefits Optimizer; Qualtrics EmployeeXM for IT; and Qualtrics EmployeeXM for IT Support)** are individuals authorized to access the Cloud Service. Users are measured as individuals with an active profile in Cloud Service. For clarification, a single User with multiple contracts or roles such as concurrent employment or global assignments shall be counted as one User.
- 1.5. **Users (for SAP Qualtrics Core XM (all editions); SAP Qualtrics CX for Sales; SAP Qualtrics Digital CX; and SAP Qualtrics CX for Service)** are individuals authorized to access the Cloud Service.

**2. CLOUD SERVICE.**

The Cloud Service supports customers to collect and analyze experience data.

**3. FEES.**

The Usage Metrics for each of the Cloud Services is Users. SAP Qualtrics Core XM and SAP Qualtrics Digital CX include 1,000 Responses, per User, per Contract Year. SAP Qualtrics CX for Sales and SAP Qualtrics CX for Service include 5,000 Responses, per User, per Contract Year. Additional Responses are available for an additional fee in blocks of 10,000 per Contract Year. SAP Qualtrics Employee Engagement includes one survey per Contract Year. Additional surveys are available for SAP Qualtrics Employee Engagement for an additional fee in blocks of three per Contract Year. SAP Qualtrics Employee Benefits Optimizer includes one survey per Contract Year. SAP Qualtrics Employee Lifecycle includes four surveys per Contract Year. Qualtrics

EmployeeXM for IT includes two projects per Contract Year. Qualtrics EmployeeXM for IT Support includes three projects per Contract Year.

**4. ADDITIONAL TERMS**

- 4.1. **EU Access.** The EU Access option is not available for the Cloud Service.
- 4.2. **Customer Data Deletion.** Customer is responsible for deleting all Customer Data from the Cloud Service upon termination of the Agreement. SAP will provide Customer a means to accomplish such deletion.
- 4.3. **Support Contact Channel.** The Contact Channel for support for the Cloud Service is <https://www.qualtrics.com/support/>. If SAP changes the Contact Channel for the Cloud Service, SAP will provide notice via <https://www.qualtrics.com/support/>. All other aspects of support are provided in accordance with SAP's Support Policy for SAP Cloud Services.