**SAP Sales Cloud and SAP Service Cloud Version 2**
**Supplemental Terms and Conditions**

This supplement is part of an agreement for SAP Cloud Services between SAP and Customer and applies only to SAP Sales Cloud and SAP Service Cloud Version 2 and SAP Sales Cloud and Service Cloud Version 2, limited use for which Customer is subscribed (the "Cloud Service").

## 1. CLOUD SERVICE

1.1. For Customers with 100 or more Users, the Cloud Service includes the use of SAP Build Apps base package for building extensions. Additional licensing is required once capacity is exceeded. Under this license, SAP Build Apps can only be used to extend the Cloud Service objects. Customers with less than 100 Users require additional licensing to build extensions.

1.2. Customer may subscribe to test tenants that are described in the Documentation (each a "Test Tenant") for non-productive purposes only. No more than 50 Users may access each Test Tenant and the data strorage limit shall not exceed 500 GB for each Test Tenant.

1.3. SAP will provide storage for SAP Sales Cloud and Service Cloud Version 2up to 10 gigabytes and for SAP Sales Cloud and Service Cloud Version 2, limited use up to 1 gigabyte of disk storage space per User (Data Storage + File Storage), not to exceed (a) 10 TB total storage for all Users, or (b) 250 million data records for all Users, whichever occurs first. In the event Customer exceeds these limits, Customer will reasonably cooperate with SAP to optimize Customer's use of the Cloud Service, including the storage of Customer Data in the Cloud Service.

1.4. The total number of API and event calls related to the Cloud Service per 24-hour period is limited to 150,000 plus an additional 1,500 per licensed Users. This includes all API calls for the Cloud Service except the standard Cloud Service UI's. Data import and exports can only be done one at a time, and not in batches. Each import or export cannot exceed 50,000 records per block.

1.5. For SAP Sales Cloud and Services Cloud Version 2, limited use, there is a limitation of 1,200 Transactions per calendar year. Transaction is any message, job, action, response, and/or tasks processed via the Cloud Service. For this Cloud Service, transactions are cases, phone calls, emails, tasks, chats, notes, leads, opportunities, appointments, visits, attachments, quotes, orders.

## 2. USAGE METRICS

2.1. The Usage Metric for the Cloud Service is User. User is any individual authorized to access the Cloud Service.

## 3. INTER DATA CENTER MOVEMENT:

3.1. Inter data center movement of customer instances (tenants) is not supported.

## 4. AI TECHNOLOGIES

4.1. Artificial intelligence features and technologies that are made available with the Cloud Service are subject to the SAP AI Terms available at the following (or a successor) link: https://www.sap.com/about/trust-center/agreements.html.

## 5. OPTIONAL SERVICES

The following services may be added to a Cloud Service subscription for additional fees based on the following Usage Metrics and requirements.

5.1 **SAP Service Cloud Version 2, utilities add-on**. The Usage Metric for SAP Service Cloud Version 2, utilities add-on is User.

5.2 **SAP Service Cloud Version 2, sales capabilities add-on**. The Usage Metric for SAP Service Cloud Version 2, sales capabilities add-on is User. This add-on requires a subscription to SAP Service Cloud Version 2. The number of users in the add-on must be equal to or less than the number of users in the SAP Service Cloud Version 2 subscription.

5.3 **SAP Sales Cloud Version 2, service capabilities add-on**. The Usage Metric for SAP Sales Cloud Version 2, service capabilities add-on is User. This add-on requires a subscription to SAP Sales Cloud Version 2. The number of users in the add-on must be equal to or less than the number of users in the SAP Sales Cloud Version 2 subscription.