

SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES

1. Service Level Agreement

This Service Level Agreement for SAP Cloud Services sets forth the System Availability Service Level Agreement ("**SLA**") for the productive version of the applicable SAP Cloud Services to which customer has subscribed ("**SAP Cloud Services**") in an Order Form with SAP.

This Service Level Agreement for SAP Cloud Services shall not apply to any SAP Cloud Service for which a System Availability SLA is explicitly set forth in the applicable Supplemental Terms and Conditions for such SAP Cloud Service or for which the applicability of the System Availability SLA is explicitly excluded in the Agreement.

2. Definitions

"**Downtime**" means the Total Minutes in the Month during which the productive version of the applicable SAP Cloud Service is not available, except for Excluded Downtimes.

"**Month**" means a calendar month.

"**Monthly Subscription Fees**" means the monthly (or 1/12 of the annual fee) subscription fees paid for the Cloud Service which did not meet the System Availability SLA.

"**Total Minutes in the Month**" are measured 24 hours at 7 days a week during a Month.

"**UTC**" means Coordinated Universal Time standard.

3. System Availability SLA and Credits

3.1 Claim process, Reports

Customer may claim a credit in the amount described in the table of Section 3.2 below in case of SAP's failure to meet the System Availability SLA, which credit Customer may apply to a future invoice relating to the SAP Cloud Service that did not meet the System Availability SLA.

Claims under this Service Level Agreement for SAP Cloud Services must be made in good faith and by submitting a support case within thirty (30) business days after the end of the relevant Month in which SAP did not meet the System Availability SLA.

SAP will provide to customers a monthly report describing the System Availability percentage for the applicable SAP Cloud Service either (i) by email following a customer's request to its assigned SAP account manager, (ii) through the SAP Cloud Service or (iii) through an online portal made available to customers, if and when such online portal becomes available.

3.2 System Availability

System Availability percentage is calculated as follows:

$$\text{System Availability Percentage} = \left(\frac{\text{Total Minutes in the Month} - \text{Downtime}}{\text{Total Minutes in the Month}} \right) * 100$$

System Availability SLA	99.5% System Availability percentage during each Month for productive versions
Credit	2% of Monthly Subscription Fees for each 1% below System Availability SLA, not to exceed 100% of Monthly Subscription Fees
Excluded Downtime	Total Minutes in the Month attributable to: (i) a Scheduled Downtime for which a Regular Maintenance Window is described in Section 4 below, or (ii) any other Scheduled Downtime described in Section 4 for which the customer has been notified at least five (5) business days prior to such Scheduled Downtime or (iii) unavailability caused by factors outside of SAP's reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
Scheduled Downtime	Scheduled Downtime for the applicable SAP Cloud Services to which customer has subscribed is set forth in Section 4 below entitled "Maintenance Windows for SAP Cloud Services".

4. Maintenance Windows for SAP Cloud Services

SAP can use the following maintenance windows for Scheduled Downtimes as listed below. Time zones refer to the location of the data center where the SAP Cloud Service is hosted. SAP will provide Customer reasonable notice without undue delay of any major upgrades or emergency maintenance to the SAP Cloud Services.

<u>CLOUD SERVICE</u>	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
Concur	Europe: Winter: SAT 10 pm UTC Summer: SAT 9 pm – 1 pm UTC Americas: Winter SUN 1 am UTC Summer SUN 12 am UTC	4 hours	
Fieldglass	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 5 times per year (requires 5 days advance notice): Europe: Winter: FRI 9 pm – SUN 2 pm UTC Summer: FRI 8 pm – SUN 1 pm UTC Americas: Winter: SAT 5 am – SUN 9 pm Summer: SAT 4 am – SUN 8 pm UTC
S/4HANA Cloud Edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
S/4HANA Cloud for intelligent product design	Europe: SAT 10 pm UTC	4 hours	Up to 4 times per year Europe: SAT 8 am -8 PM UTC
S/4HANA Finance Cloud for credit integration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	Up to 4 times per year: APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
S/4HANA Finance Cloud for customer payments	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	Up to 4 times per year: APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 pm – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Agile Data Preparation	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: SAT 12 am - SAT 7 am UTC Summer SAT 1 am - SAT 8 am UTC Winter
SAP Analytics Cloud (formerly BusinessObjects Cloud or Cloud for Analytics or SAP Cloud for EPM (includes Cloud for Planning))	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year*: APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC * These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.
SAP Analytics Hub	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC
SAP Anywhere	Americas: WED 6 am - 10 am UTC APJ/China: THU 2 pm – 6 pm UTC	2 hours	Up to 4 times per year Americas: WED 6 am - 10 am UTC APJ/China: THU 2pm - 6 pm UTC
SAP Ariba Cloud Services	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 12 am UTC	4 hours	-
SAP Asset Intelligence Network	APJ: SAT 3pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: Europe: FRI 3:30 am – FRI 3:30 pm UTC

<u>CLOUD SERVICE</u>	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Asset Manager	No downtime required for maintenance		Up to 4 times per year: APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Authentication 365, SAP LiveLink 365, SAP People Connect 365	Up to Once Every Month Americas: SUN 4 a.m. to 8 a.m. UTC	4 hours	Up to 4 times per year: Americas: SAT 4 am to 2:00 pm UTC
SAP Browse Manager and Conversion Manager	No downtime required for maintenance	-	
SAP BusinessByDesign	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
SAP BusinessOne Cloud Deployment Services	Europe: MON 2 am UTC Americas: MON 8 am UTC	4 hours	Up to 4 times per year: Europe: SAT 7 am – SAT 1 pm UTC
SAP Clea for Cash Application	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: Europe: SAT 7 am – SAT 1 pm UTC
SAP Cloud Appliance Library	Bi-weekly (odd calendar weeks): APJ, Europe, Americas: Winter: THU 6 am Summer: THU 5 am	1 hour	Up to 12 times per year, during a one (1) hour window made known by SAP at least one (1) week in advance.* * These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.
SAP Cloud for Real Estate	Europe: SAT 10 pm UTC	2 hours	-
SAP Cloud for Travel and Expense	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
SAP Cloud Platform SAP Cloud Platform Forms by Adobe SAP Cloud Platform Identity Authentication SAP Cloud Platform Workflow SAP Cloud Platform Business Rules	No downtime required for maintenance	-	Up to 4 times per year: APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform API Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: FRI 2 p.m. – SAT 2 p.m. UTC Europe: FRI 10 p.m. – SAT 10 p.m. UTC Americas: SAT 4 a.m. – SUN 4 a.m. UTC
SAP Cloud Platform Gamification	Bi-weekly: APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hour	Up to 4 times per year: APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Integration	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: FRI 2 p.m. – SAT 2 a.m. UTC Europe: FRI 10 p.m. – SAT 10 a.m. UTC Americas: SAT 4 a.m. – SAT 4 p.m. UTC

<u>CLOUD SERVICE</u>	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Cloud Platform Mobile Service for app and device management SAP Cloud Platform Mobile Service for SAP Fiori	Bi-weekly (odd calendar weeks): APJ, Europe, Americas: SAT 10 pm UTC	4 hours	Up to 4 times per year: APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Cloud Platform Virtual Machine	Up to once every month: APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 2 p.m. – FRI 6 p.m. UTC Europe: FRI 10 p.m. – SAT 2 a.m. UTC Americas: SAT 4 a.m. – SAT 8 a.m. UTC
SAP Connected Agriculture	Up to once every month: APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC
SAP Connected Goods	APJ: SAT 3pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: FRI 2 pm – SUN 7 pm UTC Europe Winter: FRI 9 pm – MON 2 am UTC Summer: FRI 8 pm – MON 1 am UTC Americas: Winter: SAT 3 am – MON 8 am UTC Summer: SAT 2 am – MON 7 am UTC
SAP Connected Parking	No Downtime required for maintenance		Up to 4 times per year: Europe: SAT 9 pm – MON 5 am UTC Americas: SUN 3am- MON 11 am UTC
SAP Consumer Insight 365	Up to Once Every Month APJ: SAT 3 pm to 7 pm UTC	4 hours	Up to 4 times per year: APJ: SAT 3 pm – Sun 1 am UTC
SAP Contact Center, Cloud Edition	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
SAP Data Quality Management	Europe: SAT 10 pm UTC	1 hour	-
SAP Digital Manufacturing Insights	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year Europe: FRI 11 pm - MON 1 am UTC Americas: SAT 5 am - MON 7 am UTC
SAP Digital Payments	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: Saturday 7:00 a.m. to Sunday 1:00 p.m. UTC
SAP Distributed Manufacturing	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: Europe: FRI 3:30 am – FRI 3:30 pm UTC
SAP Edge Services	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: Friday 10:00 PM to Monday 3:00 AM
SAP Enable Now	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: THU 8 am - THU 10 pm UTC Europe: THU 3 pm - FRI 5 am UTC Americas: THU 9 pm – FRI 11 am UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Event Ticketing, Event Ticketing Pro	APJ: SUN 4 pm & TUE 4 pm UTC Europe: SUN 11 pm & TUE 11 pm UTC Americas: MON 5 am & WED 5 am UTC	6 hours	Up to 2 times per year: APJ: FRI 2 pm - SUN 8 pm UTC Europe: FRI 9 pm - MON 3 am UTC Americas: SAT 3 am - MON 9 am UTC
SAP Exchange Media	No downtime required for maintenance		Up to 4 times per year APJ: SAT 12 am - SAP 6 am UTC Europe: SAT 7 am - SAT 1 pm UTC Americas: SAT 1 pm - SAT 7 pm UTC
SAP Financial Services Network	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
SAP Financial Statements Insights	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	Up to 4 times per year: APJ: SAT 7 am - SAT 1 pm UTC Europe: SAT 7 am - SAT 1 pm UTC Americas: SAT 7 am - SAT 1 pm UTC
SAP Fiori Cloud	No downtime required for maintenance	-	Up to 4 times per year: APJ: SAT 12 am - SAT 6 am UTC Europe: SAT 7 am - SAT 1 pm UTC Americas: SAT 1 pm - SAT 7 pm UTC
SAP Health Engagement	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: Europe: FRI 4 am - FRI 10 am UTC Americas: SAT 5 am - SAT 11 am UTC
SAP Hybris Cloud for Customer	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Russia: SAT 10 pm Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 10 am - SAT 10 pm UTC Europe: SAT 5 pm - SUN 5 am UTC Russia: SAT 5 pm - SUN 5 am UTC Americas: SAT 11 pm - SUN 11 am UTC
SAP Hybris Commerce Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: SAT 3 pm - SAT 11 pm UTC Europe: SAT 10 pm - SUN 6 am UTC Americas: SUN 4 am - SUN 12 pm UTC
SAP Hybris Marketing Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 9 pm - SAT 9 pm UTC Europe: SAT 4 am - SUN 4 am UTC Americas: SAT 10 am - SUN 10 am UTC
SAP Hybris Merchandising	No downtime required for maintenance	-	-
SAP Hybris Revenue Cloud	Americas: SUN 4 am UTC	4 hours	Up to 4 times per year Americas: SUN 4 am - SUN 12 pm
SAP Hybris Sales and SAP Hybris Service	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
SAP Hybris Service Engagement Center	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 3 pm - SUN 7 pm UTC Europe: FRI 10 pm - MON 2 am UTC Americas: SAT 4 am - MON 8 am UTC
SAP Innovation Management	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: FRI 2 pm - MON 6 am UTC Europe: FRI 9 pm - MON 2 pm UTC Americas: SAT 3 am - MON 8 pm UTC

CLOUD SERVICE	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Hybris Customer Attribution	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: Americas: SAT 1pm - SUN 1pm UTC Europe: SAT 7am - SUN 7am UTC
SAP Integrated Business Planning	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: FRI 2 pm - SUN 7 pm UTC Europe: FRI 9 pm - MON 2 am UTC Americas: SAT 3 am - MON 8 am UTC
SAP Intelligent Notification 365	Europe: SAT 10 pm UTC	4 hours	-
SAP IoT Application Enablement	Bi-Weekly (odd calendar weeks): APJ: SUN 8:30 pm UTC Europe: Winter: MON 3:30 am UTC Summer MON 2:30 am UTC Americas: Winter: MON 9:30 am UTC Summer: MON 8:30 am UTC	2 hours	Up to 4 times per year: APJ: SAT 12 am - SAT 12 pm UTC Europe: Winter: SAT 7 am - SAT 7 pm UTC Summer: SAT 6 am - SAT 6 pm UTC Americas: Winter: SAT 3 am - SAT 3 pm UTC Summer: SAT 2 am - SAT 2 pm UTC
SAP IoT Connect 365	Up to once every month: SAT 10 pm UTC	4 hours	Up to 4 times per year: SAT 7 am - SAT 1 pm UTC
SAP Jam Collaboration, SAP Jam Communities	Aligned with the SAP SuccessFactors Business Execution Suite	7 hours (2 times)	-
SAP Leonardo IoT Bridge	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year APJ: FRI 2 pm - SUN 7 pm UTC Europe Winter: FRI 9 pm - MON 2 am UTC Summer: FRI 8 pm - MON 1 am UTC Americas: Winter: SAT 3 am - MON 8 am UTC Summer: SAT 2 am - MON 7 am
SAP Knowledge Workspace	Europe: SAT 10 pm UTC	1 hour	Up to 8 times per year
SAP Live Customer Cloud	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year*: APJ: SAT 3 pm - 9 pm UTC Europe: SAT 10 pm - SUN 4 am UTC Americas: SUN 4 am - 10 am UTC *These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.
SAP Localization Hub, advanced compliance reporting service	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 6 times a year
SAP Localization Hub, electronic invoicing for Brazil (nota fiscal electronica)	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: Americas: SAT 3 am UTC Europe: SUN 3 am UTC
SAP Network Logistics Hub (formerly SAP Connected Logistics)	APJ: SAT 3 pm UTC Europe: SAT 10pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ, Europe, Americas: Winter (any weekday): 3:30 am - 7:30 am UTC Summer (any weekday): 2:30 am - 6:30 am UTC

<u>CLOUD SERVICE</u>	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Predictive Maintenance and Service, Cloud Edition	APJ, Europe, Americas Winter: FRI: 3 pm UTC Summer: FRI 2 pm UTC	2 hours	Up to 8 times per year: APJ, Europe, Americas: Winter: FRI 3 pm – MON 7 am UTC Summer: FRI 2 pm – MON 6 am UTC
SAP Product Stewardship Network	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: TUE 4 am – TUE 11 am UTC Europe: TUE 4 am – TUE 11 am UTC Americas: TUE 4 am – TUE 11 am UTC
SAP RealSpend	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	3 hours	Up to 4 times per year: APJ: SAT 7 am – SAT 1 pm UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 7 am – SAT 1 pm UTC
SAP Resolve	Every third week: APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: SAT 3 am – MON 8 am UTC Europe: SAT 3 am – MON 8 am UTC Americas: SAT 3 am – MON 8 am UTC
SAP Roambi	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	2 hours	Up to 4 times per year: APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC
SAP Service Ticket Intelligence	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	1 hours	Up to 4 times per year: Europe – WED 2 am-4 am UTC Americas: WED 6 am – 8 am UTC
SAP SMS 365, enterprise service	Up to Once every month: All regions: SAT: 6pm to 10pm UTC	4 hours	
SAP SportsOne	Bi-Weekly: APJ: MON 10 pm UTC Europe: TUE 5 am UTC Americas: TUE 11 am UTC & APJ: WED 10 pm UTC Europe: THU 5 am UTC Americas: THU 11 am UTC	2 hours 1 hour	Once per year, 8 hours
SAP SuccessFactors HCM Suite (except Employee Central Payroll) SAP Learning Hub SAP SuccessFactors Email Encryption Recruiting Marketing	Australia: Winter: FRI 2 pm & SAT 2 pm UTC Summer: FRI 1 pm & SAT 1 pm UTC China: FRI 4 pm & SAT 4 pm UTC Russia: FRI 9 pm & SAT 9 pm UTC Europe: SAT 12 am & SUN 12 am UTC Brazil: Winter: SAT 3 am & SUN 3 am UTC Summer: SAT 2 am & SUN 2 am UTC US and Canada: Winter: SAT 5 am & SUN 5 am UTC Summer: SAT 4 am & SUN 4 am UTC	7 hours (2 times)	-
SAP SuccessFactors Employee Central Payroll	Australia: Winter: FRI 2 pm UTC Europe: (American Customers) SAT 5 am (all other Customers) SAT 12 am UTC US and Canada: Winter: SAT 5 am UTC	4 hours	-
SAP Supply Base Optimization	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: SAT 12am - SAT 6am UTC Europe: SAT 7 pm – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC

<u>CLOUD SERVICE</u>	Regular Maintenance Start Time in UTC per region	Duration	Major Upgrades Timeframe in UTC per region
SAP Global Track and Trace	No downtime required for maintenance	-	Odd Numbered Weeks 5 am to 7 am UTC
SAP Translation Hub	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 12 times per year: Europe: Friday 9:00 a.m. to 1:00 p.m. Americas: Friday 3:00 a.m. to 7:00 a.m. APJ: Friday 4:00 p.m. to 8:00 p.m.
SAP TwoGo	No downtime required for maintenance	-	Up to 12 times per year: Europe: Winter: FRI 9 pm to MON 2 am UTC Summer: FRI 8 pm to MON 1 am UTC
SAP Vehicle Insights	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: APJ: Winter: SAT 11am to 11pm UTC Summer: SAT 10 am to 10 pm UTC Europe: Winter: SAT 7 am – 7 pm UTC Summer: SAT 6 am – 6 pm UTC Americas: Winter: SAT 1 pm – SUN 1 am UTC Summer: SAT 12 pm – SUN 12 am UTC
SAP Vehicles Network	No downtime required for maintenance	-	Up to 4 times per year: APJ: SAT 2 pm – SUN 10 pm UTC Europe: Winter: SAT 9 pm – MON 5 am UTC Summer: SAT 8 pm – MON 4 am UTC Americas: Winter: SUN 3 am – MON 11 am UTC Summer: SUN 2 am – MON 10 am UTC
SAP Watch List Screening	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year: FRI 7 am to 10 pm
SAP Work Life	Europe: 10 pm UTC	1 hour	Up to 8 times per year
SAP Work Manager, Cloud Edition	No downtime required for maintenance	-	Up to 12 times per year: Europe: THU 6 pm – THU 8 pm UTC

VENDOR BRANDED CLOUD SERVICES

	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region
SAP Assessment Management by Questionmark	Europe: SAT 9 am UTC Americas: Winter: SAT 10 am UTC Summer: SAT 9 am UTC	12 hours	Regular Maintenance windows on a third Saturday of each month
SAP Communication Center by Ancile	(1) APJ: MON 6 pm & WED 6 pm UTC Europe: Winter: TUE 1 am & THU 1 am UTC Summer: TUE 12 am & THU 12 am UTC Americas: Winter: TUE 7 am & THU 7 am UTC Summer: TUE 6 am & THU 6 am UTC	2 hours	Customer may select from any one of the maintenance window options (1) or (2)
	(2) APJ: FRI 6 pm UTC Europe: Winter: SAT 1 am UTC Summer: SAT 12 am UTC Americas: Winter: SAT 7 am UTC Summer: SAT 6 am UTC	4 hours	
SAP Hybris Digital Asset Management Cloud by OpenText	Europe: SAT 7:00 pm UTC SUN 3:00 pm UTC	5 hours 2 hours	Up to 52 times per year
	Americas: SAT 1:00 am UTC SUN 2:00 am UTC	5 hours 4 hours	
SAP Hybris Loyalty	Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 4 times per year
SAP Knowledge Central by Mindtouch	(1) APJ: MON 6 pm & WED 6 pm UTC Europe: Winter: TUE 1 am & THU 1 am UTC Summer: TUE 12 am & THU 12 am UTC Americas: Winter: TUE 7 am & THU 7 am UTC Summer: TUE 6 am & THU 6 am UTC	2 hours	Customer may select from any one of the maintenance window options (1) or (2) Up to 4 times per year: APJ: FRI 2 pm - SAT 2 pm UTC Europe: Winter: FRI 9 pm - SAT 9 pm UTC Summer: FRI 8 pm - SAT 8 pm UTC Americas: Winter: SAT 3 am - SUN 3 am UTC Summer: SAT 2 am - SUN 2 am UTC
	(2) APJ: FRI 6 pm UTC Europe: Winter: SAT 1 am UTC Summer: SAT 12 am UTC Americas: Winter: SAT 7 am UTC Summer: SAT 6 am UTC	4 hours	

	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region
SAP Productivity Pak by Ancile	APJ: SAT 1 pm UTC Europe: Winter: SAT 8 pm UTC Summer: SAT 7 pm UTC Americas: Winter: SUN 2 am UTC Summer: SUN 1 am UTC	6 hours	Up to 4 times per year: APJ: SAT 1 pm – SAT 7 pm UTC Europe: Winter: SAT 8 pm – SUN 2 am UTC Summer: SAT 7 pm – SUN 1 am UTC Americas: Winter: SUN 2 am – SUN 8 am UTC Summer: SUN 1 am – SUN 7 am UTC
SAP S/4HANA Cloud Invoice Processing by OpenText	Europe: 8 pm Friday to 1 am Saturday UTC, 4 pm Sunday to 6 pm Sunday UTC (this window may be used a maximum of 4 times per year) Americas: 3 pm Friday to 8 pm Saturday UTC 4 pm Saturday to 8 pm Sunday UTC	2 hours	
SAP Scheduling and Resource Management by ClickSoftware	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	Up to 2 times per year 30 June, 31 December
SAP Signature Management by DocuSign			To the extent maintenance must be performed on the SAP Cloud Service, SAP shall use maintenance windows for planned downtimes applicable to the SAP cloud solution associated with use of the SAP CloudService.
SAP SuccessFactors Extended Enterprise Content Management by OpenText	Europe: SAT 19:00 UTC to SUN 0:00 UTC	5 hours	Up to 52 times per year
	SUN 15:00 UTC to 17:00 UTC	2 hours	
	Americas: SAT 1:00 UTC to 6:00 UTC	5 hours	
	SUN 2:00 UTC to 6:00 UTC	4 hours	
SAP Time and Attendance Management by Workforce Software, SAP Workforce Forecasting and Scheduling by WorkForce Software	APJ: SAT 1 pm UTC Europe: Winter: SAT 8 pm UTC Summer: SAT 7 pm UTC Americas: Winter: SUN 2 am UTC Summer: SAT 1 am UTC	4 hours	-

	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region
SAP Trade Repository Reporting by Virtusa	APJ, Europe, Americas: Winter: weekdays 7 pm UTC Summer: weekday 6 pm UTC &	2 hours	APJ, Europe, Americas: Winter: SAT 5 am – SUN 8 pm UTC Summer: SAT 4 am – SUN 7 pm UTC
	Every fourth MON of every month APJ, Europe, Americas: Winter: 11 pm UTC Summer: 10 pm UTC	4 hours	
SAP U.S. Benefits Management by Benefitfocus	Americas: Winter: SAT 4 am UTC Summer: SAT 3 am UTC	8 hours	-
SAP User Experience Management by Knoa	Europe: WED 9 pm UTC	2 hours	-
	Americas: SAT 10 am UTC THU 3 am UTC	12 hours 2 hours	