SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES ("SLA")

1. **Service Level Agreement**

   This Service Level Agreement for SAP Cloud Services sets forth the System Availability SLA for the productive version of the applicable SAP Cloud Services to which customer has subscribed (**"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 service level is explicitly set forth in the applicable Supplemental Terms and Conditions for such SAP Cloud Service or for which the applicability of service levels is explicitly excluded in the Agreement.

2. **Definitions**

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

   "**Local Time**" means, except as otherwise expressly defined in Section 4 below, the following time zones:

   > UTC−4, Americas (summer); UTC−5, Americas (EST winter)
   >
   > UTC+2 , Europe (summer); UTC+1, Europe (CET winter); UTC+8, APJ

   "**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.

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 Cloud Service that did not meet the System Availability SLA.

   Claims under this Service Level Agreement 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 Cloud Service either (i) by email following a customer's request to its assigned SAP account manager, (ii) through the 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:

   $$SystemAvailability\%age = \left[\left(\frac{TotalMinutesintheMonth - Downtime}{TotalMinutesintheMonth}\right) * 100\right]$$

System Availability SLA ("SLA")	99.5% System Availability percentage during each Month for productive versions
Credit	2% of Monthly Subscription Fees for each 1% below 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 according to 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 Cloud Services to which customer has subscribed is set forth in Section 4 below entitled "Maintenance Windows for Cloud Services".

4. Maintenance Windows for SAP Cloud Services

SAP can use the following maintenance windows for Scheduled Downtimes as listed below. Where "Local Time" is referenced, this refers to the location of the data center where the SAP Cloud Service is hosted.

SAP Agile Data Management

	Maintenance Windows
Regular Maintenance Windows	Weekly Friday 5:00 p.m. to 7:00 p.m. Pacific USA Time
Major Upgrades	Up to 12 times per year from Friday 5:00 p.m. to Friday 10 mid-night Pacific USA Time

SAP Anywhere

	Maintenance Windows
Regular Maintenance Windows	Weekly Tuesdays for no more than 2 hours from 11: 00 p.m. to 3:00 a.m. Local Time, and at any time upon 5 days' notice from SAP for up to 4 hours.
Major Upgrades	None

API Management

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 4:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Friday 10:00 p.m. to Monday 3:00 a.m. Local Time once per quarter. SAP will inform Customer reasonably in advance about planned major upgrade scheduling.

SAP Ariba Cloud Offerings

	Maintenance Windows
Regular Maintenance Windows	Saturday, 8:00 a.m. to Saturday, 8:00 p.m. Pacific U.S. Time

SAP reserves the right to extend or change the times of the Regular Maintenance Window for SAP Ariba Cloud Services, subject to customer rights contained in the GTC.. Notwithstanding Section 3.2 of this Service Level Agreement, SAP will use commercially reasonable efforts to notify Customers at least 72 hours prior to the occurrence of Scheduled Downtime for SAP Ariba Cloud Services.

SAP Assessment Management by Questionmark

	Maintenance Windows
Regular Maintenance Windows	Third Saturday of each month, 5:00 a.m. to 5:00 p.m. Eastern U.S. time for data center(s) located in the U.S.; and 10:00 a.m. to 10:00 p.m. GMT for data center(s) located in Europe.

SAP Browse Manager and Conversion Manager

	Maintenance Windows
Regular Maintenance Windows	Weekly, between 6:00 p.m. Friday and 3:00 a.m. Monday, U.S. Eastern Time Zone.

SAP BusinessByDesign

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 a.m. to Sunday 6:00 a.m. Local Time.

SAP Circular Authority

	Maintenance Windows
Regular Maintenance Windows	Nightly, from 9:00 p.m. to 6:00 a.m. Eastern U.S. time.
Major Upgrades	Last Friday of each calendar month from 9:00 p.m. to Monday 6:00 a.m. Eastern U.S. time.

SAP Cloud Appliance Library

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time.
Major Upgrades – SAP HANA Cloud Platform	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.
SAP Cloud Appliance Library Upgrades**	Once per calendar month, during a one (1) hour window made known by SAP at least one (1) week in advance.

** Maintenance Windows for the SAP Cloud Appliance Library are separate from and in addition to Maintenance Windows for the SAP HANA Cloud, both of which are applicable to the Cloud Service.

SAP Cloud for Analytics

	Maintenance Windows
Regular Maintenance Windows	Weekly Saturday – 7:00 a.m. to 10:00 a.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia. Sunday – 8:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for datacenters in Americas. Friday – 10:00 p.m. to 1:00 a.m. Saturday Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for data centers in Europe.
Major Upgrades	Weekly, Friday 6:00 p.m. to 9:00 p.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia. 5:00 a.m. to 8:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for data centers in Americas. 2:00 p.m. to 5:00 p.m. Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for datacenters in Europe.

SAP Cloud for Customer

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 am to Sunday 6:00 a.m. Local Time.

SAP Cloud for EPM (Includes Cloud for Planning)

	Maintenance Windows
Regular Maintenance Windows	Weekly: Saturday – 7:00 a.m. to 10:00 a.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia. Sunday – 8:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for datacenters in Americas. Friday – 10:00 p.m. to 1:00 a.m. Saturday Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for data centers in Europe.
Major Upgrades	Weekly, Friday: 6:00 p.m. to 9:00 p.m. Australian Eastern Standard Time (AEST = UTC + 10) / Australian Eastern Daylight Time (AEDT = UTC+11) for data centers in Australia. 5:00 a.m. to 8:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4) for data centers in Americas. 2:00 p.m. to 5:00 p.m. Central European Time (CET = (UTC+1) / Central European Summer Time (CEST = UTC+2) for datacenters in Europe.

SAP Cloud for Product Stewardship

	Maintenance Windows
Regular Maintenance Windows	Bi-Weekly, Thursday 11:00 a.m. to Thursday 11:45 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Thursday 11:00 a.m. to Friday 11:00 a.m. Local Time.

SAP Cloud for Travel and Expense

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Saturday 6:00 a.m. to Sunday 6:00 a.m. Local Time.

SAP Communication Center by Ancile

	Maintenance Windows
Regular Maintenance Windows	Customer may select from any one of the following maintenance window options: (1) Tuesday and Thursday from 2:00 a.m. to 4:00 a.m. Local Time (*); or (2) Saturday from 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Saturday 10:00 p.m. Local Time.

SAP Connected Logistics

	Maintenance Windows
Regular Maintenance Windows	Weekly, Monday and Thursday morning 4:30 a.m. to 6:30 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year on any weekday from 4:30 a.m. to 8:30 a.m. Central European Time (CET).

SAP Contact Center, Cloud Edition

	Maintenance Windows
Regular Maintenance Windows	Weekly, Wednesday 1:00 a.m. – 5:00 a.m. Local Time
Major Upgrades	Quarterly, Friday 10:00 p.m. – Monday 3:00 a.m.

SAP Event Ticketing, SAP Event Ticketing Pro

	Maintenance Window
Regular Maintenance Windows	From midnight to 6:00 a.m. Mondays and Wednesdays, Local Time.
Major Upgrades	Max. 2 per year from 10:00 p.m. on a Friday to 4:00 a.m. on a Monday, Local Time.

SAP Financial Services Network

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 4:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

HANA Cloud Integration

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 4:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Quarterly, Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

HANA Cloud Platform

	Maintenance Windows
Regular Maintenance Windows	Platform: Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7AM to 8AM CET. SAP HANA Cloud Portal: Bi-weekly, in odd calendar weeks, Sundays 12:00 -13:00 CET.
Major Upgrades	Up to 4 times per year from Friday 10 pm to Monday 3 am Coordinated Universal Time(*).SAP will inform Customer in due time in advance (either by email or by any other electronic means)

HANA Cloud Platform gamification service

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.) during the following times: **For data centers in Europe**: Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time (CET) = UTC+1) / Central European Summer Time (CEST = UTC+2) , **For data centers in the United States**: 3:00 a.m. to 4:00 a.m. Eastern Standard Time (EST = UTC-5) / 4:00 a.m. to 5:00 a.m. Eastern Daylight Time (EDT = UTC-4) **For data centers in Australia**: 10:00 p.m. to 11:00 p.m. Australian Eastern Standard Time (AEST = UTC+10) / 11:00 p.m. to 12:00 a.m. Australian Eastern Daylight Time (AEDT = UTC+11). In this downtime Platform Applications cannot be deployed and re-started. Running Platform Applications will not be affected.
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. Central European Time (CET). SAP will inform Customer in due time in advance (either by email or by any other electronic means).

SAP Consumer Insight 365

	Maintenance Windows
Regular Maintenance Windows	Weekly, Friday 8:00 p.m. – Monday 8:00 a.m. U.S. Eastern Time
Major Upgrades	Quarterly, Friday 8:00 p.m. – Monday 8:00 a.m. Eastern Time

SAP Fiori, cloud edition

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday 9:00 a.m. to 11:00 a.m. CET.
Major Upgrades	Up to 4 times per year from Saturday 8:00 a.m. to 2:00 p.m. CET (*). SAP will inform Customer in due time in advance (either by email or by any other electronic means)

SAP Innovation Management

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 4 AM to 6 AM Local Time.
Major Upgrades	Quarterly, Friday 10PM to Monday 3AM

SAP Integrated Business Planning (formerly SAP Sales & Operations Planning)

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Friday 10:00 p.m. to Monday 3:00 a.m. Local Time once per quarter.
Minor Upgrades	Sunday 2:00 a.m. to 2:00 p.m. Local Time once per quarter.

SAP Knowledge Central by Mindtouch

	Maintenance Windows
Regular Maintenance Windows	SAP may use one of the following maintenance window options: (1) Tuesday and Thursday from 2:00 a.m. to 4:00 a.m. Local Time; or (2) Saturday from 2:00 a.m. to 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Saturday 10:00 p.m. Local Time.

SAP Lumira Cloud

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time (*)

SAP Mobile Secure Cloud Edition

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Saturday 2:00 a.m. to 10:00 a.m. Eastern U.S. time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

SAP Precision Marketing

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, Wednesday morning 4:00 a.m. to 6:00 a.m. Central European Time (CET).
Major Upgrades	Up to 4 times per year from Friday 10:00 pm to Monday 3:00 a.m. Local Time.

SAP Predictive Maintenance and Service, Cloud Edition

	Maintenance Windows
Regular Maintenance Windows	Weekly Friday 4:00 p.m. to 6:00 p.m. Central European Time (CET).
Major Upgrades	Up to 8 times per year from Friday 4:00 p.m. to Monday 8:00 a.m. CET.

SAP Product Stewardship Network

	Maintenance Windows
Regular Maintenance Windows	Tuesdays and Thursdays from 8:00 a.m. to 9:00 a.m. Central European Time (UTC+1) or CEST in summer time (UTC+2).
Major Upgrades	Up to 4 times per year from Tuesday 5:00 a.m. to Tuesday 12:00 p.m. Central European Time. SAP will inform Customer reasonably in advance about planned major upgrade scheduling.
Emergency Maintenance	Only as required for emergency fixes, any day of the week, if possible from 8:00 a.m. to 9:00 a.m. Central European Time (UTC+1), or CEST in summer time (UTC+2). SAP will notify customers as soon as possible when an emergency maintenance window is planned.

SAP Resolve

	Maintenance Windows
Regular Maintenance Window	Third Saturday of each month, 9:00 p.m. to 11:00 p.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4)
Major Upgrades	Up to four times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Eastern Standard Time (EST =UTC-5) / Eastern Daylight Time (EDT = UTC – 4)

S/4HANA Cloud Edition

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to Sunday 6:00 a.m. Local Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

SAP Scouting

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, in odd calendar weeks (e.g., calendar week 1, 3, 5, etc.), Thursday morning 7:00 a.m. to 8:00 a.m. Central European Time.
Major Upgrades	Up to 4 times per year from Friday 10:00 p.m. to Monday 3:00 a.m. Local Time.

SAP Sentinel cloud edition

	Maintenance Windows
Regular Maintenance Windows	Daily, 3:00 a.m. to 6:00 a.m. Local Time, Tuesday through Saturday
Major Upgrades	Up to 4 times a year Saturday 10:00 p.m. to Monday 6:00 a.m. Local Time

SAP Signature Management by Docusign

To the extent maintenance must be performed on the Cloud Service, SAP shall use maintenance windows for planned downtimes applicable to the SAP cloud solution associated with use of the Cloud Service.

SAP SportsOne

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, Tuesday 6:00 a.m. to Tuesday 8:00 a.m. Local Time Thursdays 6:00 a.m. to Thursday 7:00 a.m. Local Time
Major Upgrades	Once per year, 8 hours

SAP SuccessFactors Business Execution Suite and SAP Learning Hub

	Maintenance Windows
Regular Maintenance Windows	**US and Canada data centers:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday U.S. Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday U.S. Eastern Time; **Europe data centers:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday GMT and midnight (Saturday-Sunday) to 7:00 a.m. Sunday GMT; **Asia Pacific/Australian data center:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday AU Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday AU Eastern Time; and **China data center:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday China Standard Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday China Standard Time.

SAP SuccessFactors Email Encryption

	Maintenance Windows
Regular Maintenance Windows	**US and Canada data centers:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday U.S. Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday U.S. Eastern Time; **Europe data centers:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday GMT and midnight (Saturday-Sunday) to 7:00 a.m. Sunday GMT; **Asia Pacific/Australian data center:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday AU Eastern Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday AU Eastern Time; and **China data center:** weekly, midnight (Friday-Saturday) to 7:00 a.m. Saturday China Standard Time and midnight (Saturday-Sunday) to 7:00 a.m. Sunday China Standard Time.

SAP Jam

	Maintenance Windows
Regular Maintenance Windows* *In addition to the maintenance windows for the SAP SuccessFactors Business Execution Suite	Weekly, Midnight (Thursday-Friday) to 1:00 a.m. Friday U.S. Eastern Time for the US and Canada data centers; Weekly, 11:00 p.m. Thursday to midnight (Thursday-Friday) Central European Time for the Europe data centers; and Weekly, 7:00 a.m. to 8:00 a.m. Saturday China Standard Time for the China data center.

SAP Jam Communities

	Maintenance Windows
Regular Maintenance Windows	Thursday between 5:00 p.m. and 6:00 p.m. U.S. Eastern Time <u>Midnight (Friday-Saturday) to 7:00 a.m. U.S. Eastern Time</u>

Recruiting Marketing

	Maintenance Windows
Regular Maintenance Windows	Weekly, Fridays from 11:00 p.m. to 3:00 a.m. U.S. Eastern Time and Saturdays from 7:00 a.m. to 10:00 a.m. U.S. Eastern Time

SAP Time and Attendance Management by Workforce Software

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 2:00 a.m. to 6:00 a.m., Local Time

SAP TwoGo

	Maintenance Windows
Regular Maintenance Windows	As required with one (1) day notice to site administrator of Customer.
Major Upgrades	Up to once a month from Friday 10:00 p.m. to Monday 3:00 a.m. Central European Time (CET).

SAP U.S. Benefits Management by Benefitfocus

	Maintenance Windows
Regular Maintenance Windows	Friday 11:00 p.m. to Saturday 7:00 a.m. Eastern U.S. time.

SAP Vehicles Network

	Maintenance Windows
Regular Maintenance Windows	Weekly, Sunday 08:00 am – 10:00 am Local Time.
Major Upgrades	Quarterly, Saturday 10:00 pm to Monday 06:00 am Local Time.

SAP Workforce Performance Builder

	Maintenance Windows
Regular Maintenance Windows	Weekly, Thursday 4:00 p.m. to Thursday 8:00 p.m. Local Time.
Major Upgrades	Up to 4 times per year from Thursday 4:00 p.m. to Friday 6:00 a.m. Local Time.