

**Concur Compleat
Concur Compleat**

**Task Manager
工作管理員**

**Concur Trip Approval
Concur 差旅核准**

**Supplemental Terms and Conditions
補充條款與條件**

This Supplement is part of an Agreement for SAP Cloud Services between Concur and Customer and applies only to the Concur Compleat, Task Manager, and Concur Trip Approval product(s) for which Customer is subscribed as set forth herein. Capitalized terms used in this Supplement but not defined herein have the meanings assigned to them in the GTC, the applicable Order Form or Documentation.

本補充條款係 Concur 與客戶之間就 SAP 雲端服務所訂合約之一部分，僅適用於如本文所述客戶訂閱的 Concur Compleat、工作管理員和 Concur 差旅核准產品。本補充條款所使用但未定義之任何粗體字用語，應適用 GTC、適用訂購單或文件賦予之定義。

1. DEFINITIONS

名詞定義

“**Affiliate**” as defined in the GTC shall not include any entity that a party to a separate written agreement or order form with Concur or a Concur affiliate for the same Cloud Service that is the subject of the Order Form with Customer.

「**關係企業**」如 GTC 所定義，應不包括與 Concur 或 Concur 關係企業就受客戶訂購單所拘束的相同雲端服務簽訂單獨書面合約或訂購單的任何實體。

“**Base Transactions**” means, collectively, the stipulated number of Transactions for which the Customer is required to pay the corresponding Base Transaction Fee specified in the applicable Order Form for a given Billing Cycle

「**基礎交易**」係指於特定請款週期內，依據適用訂購單所載明，須由客戶支付相應基礎交易費用之交易，其約定數量之總稱。

“**Billing Cycle**” means the billing frequency for a given Cloud Service specified in the applicable Order Form.

「**請款週期**」係指適用訂購單中指定之特定雲端服務的請款頻率。

“**Booking**” means a booking, confirmation, and/or holding of a reservation or passenger name record (PNR) for any one or more of the following: air, hotel, car, and/or rail.

「**預訂**」係指下列任何一個或多個項目的預約或乘客姓名記錄 (PNR) 的預訂、確認和/或保留：航空公司、飯店、車輛和/或鐵路。

“**Business Partner**” as defined in the GTC also includes a legal entity that, pursuant to an agreement with Customer or its Affiliates, requires use of the Cloud Service for such Business Partner’s internal operations for the limited purpose of servicing a Customer Client; provided, however, that Customer may not enable a Business Partner to use the Cloud Services as part of its own commercial business offering to other third parties that are not direct Customer Clients.

「**業務合作夥伴**」如 GTC 所定義，同時包括根據與客戶或其關係企業間的合約，需要基於服務客戶用戶端的有限目的而將雲端服務做為此等業務合作夥伴的內部運作使用之法律實體；但是，前提是客戶不得讓業務合作夥伴將雲端服務做為其自有商業服務的一部分來使用而提供給並非直屬客戶用戶端的其他第三方。

“**Cloud Materials**” as defined in the GTC also includes (a) the structure and organization of all Cloud Service output (but not any Customer Data itself), (b) for each Customer environment of a Cloud Service, the setup, configuration, and all Routines, (c) any other technology provided by Concur in connection with

the Cloud Service to enable Customer to perform configuration.

「雲端資料」如 GTC 所定義，同時包括 (a) 所有雲端服務輸出的結構和組織 (但不包括任何客戶資料本身)，(b) 雲端服務的每個客戶環境、設定、組態及所有常式，(c) 由 Concur 所提供與雲端服務相關以便客戶執行組態的任何其他技術。

“**Consulting Services**” means professional services, such as implementation, configuration, custom development and training, and billable support from the Concur Service Support Team performed by Concur’s employees or subcontractors, as described in an Order Form or Documentation and which are governed by the Consulting Supplement.

「諮詢服務」係指專業服務，例如建置、組態、自訂開發和訓練，以及依訂購單或文件中所述，Concur 服務支援團隊所提供由 Concur 的員工或分包商執行的可計費支援，且其應受諮詢補充條款所規範。

“**Consulting Supplement**” means the Concur Consulting Services for TMC Services Supplemental Terms and Conditions to the General Terms and Conditions.

「諮詢補充條款」係指針對 TMC 服務的 Concur 諮詢服務對一般條款與條件的補充條款與條件。

“**Customer Client**” means client of Customer that has entered into a written agreement with Customer or its Affiliate for the provision by Customer of travel management services.

「客戶用戶端」係指為了由客戶提供出差管理服務而與客戶或其關係企業簽訂書面合約的客戶之用戶端。

“**Customer Data**” as defined in the GTC also includes data specifically pertaining to a Customer Client or its users which is incorporated into the Cloud Service, but excluding TripLink Data in any case where a Customer Client has ordered the TripLink Service directly from Concur.

「客戶資料」如 GTC 所定義，同時包括已納入雲端服務中特別與客戶用戶端或其使用者相關的資料，但若客戶用戶端直接從 Concur 訂購 TripLink 服務，則不包括 TripLink 資料。

“**Incident**” means a reproducible error or other defect of the Cloud Service that generally impairs the availability or access to the Cloud Service across all or substantially all Cloud Service customers and which results from the underlying programming of the Cloud Service or its supporting systems solely within Concur’s control and not from Routines or Customer’s operation of the Cloud Service.

「事故」係指雲端服務的可重現錯誤或其他缺陷，其通常會削弱跨所有或幾乎所有雲端服務客戶的雲端服務之可用性或存取權，且其是由於雲端服務或其支援系統的基礎編碼僅限 Concur 的控制範圍內所產生，而非由常式或客戶對雲端服務的操作所造成。

“**Incremental Transactions**” means, collectively, the number of Transactions, in excess of the number of Base Transactions, for which the Customer is required to pay the corresponding Incremental Transaction Fee specified in the applicable ordering document for a given Billing Cycle.

「增量交易」係指於特定請款週期內，依據適用訂購文件所載明，超出基礎交易數量且須由客戶支付相應增量交易費用之交易，其數量之總稱。

“**Recurring Fee**” means the fee to be paid for each Billing Cycle as specified in the applicable Order Form for the unit-based Extended Services.

「週期費用」係指以單位計算的延伸服務之適用訂購單中所指定每個請款週期要支付的費用。

“**Routine**” means one or a combination of instructions, coding or configuration settings for Concur Compleat, whether set by Concur or the Customer via the provided administrative tools and interfaces, to implement business logic for transaction processing.

「常式」係指由 Concur 或客戶透過提供的管理工具和介面所設定，用於 Concur Compleat 的一項或多項指示、編碼或組態設定組合，可建置交易處理的業務邏輯。

“**Transaction**” means the following for each respective Cloud Service:

「交易」係指下列每一項個別雲端服務：

- a) **Concur Compleat**—a Booking for which information in the form of a PNR, itinerary, or other format accepted by Concur Compleat is received by Concur Compleat, including a Booking that results in a refund, exchange or a void. All submissions and re-submissions of information about a single Booking for processing by Concur Compleat will be counted as a single Transaction.

Concur Compleat— Concur Compleat 所收到 Concur Compleat 接受之 PNR、行程或其他格式之資訊的預訂，包括退款、交換或作廢的預訂。所有由 Concur Compleat 處理的單一預訂相關資訊之提交和重新提交均將視同單一交易。

- b) **Concur Trip Approval**—a PNR or itinerary received by Concur Trip Approval requiring one or more approvals based on the rules set up within Concur Trip Approval, whether approved or denied and whether ticketing occurs or not.

Concur 差旅核准—Concur 差旅核准所收到的 PNR 或行程，無論核准或拒絕以及是否進行出票，均需要根據 Concur 差旅核准中設定的規則進行一次或多次核准。

- c) **Task Manager**—a User, which is for purposes of calculating Transaction Fees is counted whether or not the User accessed or used Task Manager within the applicable Billing Cycle.

工作管理員—一種使用者，其係用於計算交易費用，無論使用者在適用請款週期內是否存取或使用工作管理員均計入。

“**Transaction Fee**” means the fee to be paid for each Billing Cycle consisting of (a) the applicable Base Transaction Fee specified in the applicable ordering document, and (b) an Incremental Transaction Fee equal to the number of Incremental Transactions for the applicable Billing Cycle, multiplied by the applicable rate per Incremental Transaction specified in such ordering document.

「**交易費用**」係指每一請款週期所支付的費用，其包含：(a) 適用訂購文件中載明的適用基礎交易費用；及 (b) 適用請款週期之增量交易數量，乘上此等訂購文件載明之增量交易適用費率後，所得之增量交易費用。

“**TMC Services**” means any and all of the Cloud Services described in Section of this Supplement.

「**TMC 服務**」係指本補充條款小節中所述之任何和所有雲端服務。

“**TripLink Data**” means the itineraries and other booking data imported into the TripLink Service pertaining to a given Customer Client user of the TripLink Service and their travel bookings made outside the Concur online booking service presently known as Concur Travel.

「**TripLink 資料**」係指與 TripLink 服務的特定客戶用戶端使用者相關之匯入 TripLink 服務中的行程和其他預訂資料，以及在 Concur 線上預訂服務 (目前稱為 Concur Travel) 之外進行的出差預訂。

“**TripLink Service**” means the Concur business service presently known as TripLink, an online service that imports itineraries and other booking data for certain travel bookings made outside the Concur online booking service presently known as Concur Travel.

「**TripLink 服務**」係指 Concur 商業服務 (目前稱為 TripLink)，此線上服務會匯入在 Concur 線上預訂服務 (目前稱為 Concur Travel) 之外進行的部分出差預訂的行程和其他預訂資料。

“**User**” means, with respect to Task Manager, each Authorized User of Customer for whom Concur determines a User ID is active one or more days of a given Billing Cycle. When a User ID is deactivated, the associated User will not cease to be a User for purposes of calculating the Transaction Fees under the applicable ordering document until the first calendar month following the month in which the User ID deactivation occurs.

「**使用者**」相對於工作管理員，係指由 Concur 為其決定使用者 ID 的每個客戶授權使用者，其在特定請款週期的一天或幾天內處於啟用中。若停用使用者 ID，相關使用者便不再是依適用訂購文件計算交易費用的使用者，直至發生使用者 ID 停用的當月之後的第一個曆月為止。

“**User ID**” means a unique user login identifier used to access Task Manager.

「**使用者 ID**」係指用來存取工作管理員的唯一使用者登入識別碼。

2. CLOUD SERVICES

雲端服務

- 2.1. **Service Types.** Customer has subscribed to one or more of the Cloud Services described below in an Order Form referencing this Supplement. Such Cloud Services may also be referred to as “Service Types” on the applicable Order Form. The technology features included in each Cloud Service are as set forth in the Documentation, as updated from time to time.

服務類型。 客戶已透過引用本補充條款之訂購單訂閱下列所述其中一項至多項雲端服務。此等雲端服務在適用的訂購單上亦得稱為「服務類型」。如文件中所述，每個雲端服務包含的技術功能會不時更新。

- 2.1.1. **Concur Compleat.** Concur Compleat provides functionality for fulfilling and automating travel bookings.
Concur Compleat。 Concur Compleat 提供履行和自動執行出差預訂的功能。
- 2.1.2. **Task Manager.** Task Manager provides functionality for intelligently routing work across teams.
工作管理員。 工作管理員提供跨團隊以智慧方式路由傳輸工作的功能。
- 2.1.3. **Concur Trip Approval.** Concur Trip Approval provides functionality for automatically routing travel bookings and requests for approval.
Concur 差旅核准。 Concur 差旅核准提供自動路由傳輸出差預訂和核准要求的功能。
- 2.2. **Extended Services.** The following are supplementary Cloud Services ordered for an additional fee and which may be referred to as “Extended Services” in an Order Form:
延伸服務。 下列是需額外費用訂購的補充雲端服務，這些服務在訂購單中可能稱為「延伸服務」：
- 2.2.1. **Multiple Environment Management.** Customer is required to purchase Multiple Environment Management when Customer has more than a single instance of Concur Compleat governed by and billed under a single contract. Multiple Environment Management is billed as a Recurring Fee per Billing Cycle.
多重環境管理。 當客戶擁有多個受單一合約管轄並據以計費的 Concur Compleat 執行個體時，客戶需要訂購「多重環境管理」。「多重環境管理」會以每個請款週期的週期費用計費。

3. **CONSULTING SERVICES** **諮詢服務**

- 3.1. **Initial Subscription.** Customer’s initial subscription to each Cloud Service includes, for the Initial Set Up Fee specified in the applicable Order Form, standard Consulting Services for the initial deployment of a single instance of the Cloud Service, all as described in the Documentation and governed by the Consulting Supplement. Such Consulting Services for the initial subscription of a Cloud Service are not included with any additional, replacement, or renewal order of a Cloud Service to which Customer is already subscribed unless otherwise provided in the Order Form. Concur provides these deployment services for the period stated in the deployment descriptions or applicable exhibit(s) or, if no period is stated, then for the initial subscription term. The Initial Set Up Fee for Concur Compleat includes the standard Consulting Services for deployment described above and in the Documentation, and forty (40) hours of additional Consulting Services which Customer may utilize for custom configuration. If Customer does not use all forty (40) hours toward its initial implementation, the hours expire and cannot be used toward other Consulting Services. Any Consulting Services over the initial forty (40) hours included with the Initial Set Up Fee that are necessary to complete the custom configuration requirements specified by Customer will be performed and billed by Concur in accordance with the Consulting Supplement.
初始訂閱。 就適用的訂購單中指定的初始設定費用而言，客戶對每個雲端服務的初始訂閱包括雲端服務的單一執行個體之初始部署的標準諮詢服務，全部均依文件中所述且應受諮詢補充條款所規範。此類針對雲端服務之初始訂閱的諮詢服務，除訂購單另有規定外，不得納入客戶任何已訂閱之雲端服務的額外、替換或續約訂單。
Concur 將於部署說明或適用附錄所載期間內提供前開部署服務；若上述文件未載明該期間，則 Concur 將於初始訂閱期間內提供前開部署服務。Concur Compleat 的初始設定費用包括上述和文件中所述針對部署的標準諮詢服務，以及四十 (40) 個小時的額外諮詢服務，客戶可將其運用於自訂組態。若客戶並未在其初始建置時使用全部的四十 (40) 個小時，則這些時數將到期，無法用於其他諮詢服務。任何諮詢服務若超過為了完成客戶指定的自訂組態要求而納入初始設定費用中的初始四十 (40) 個小時，均將由 Concur 依照諮詢補充條款執行並進行計費。
- 3.2. **Additional Consulting Services.** Customer may purchase additional Consulting Services beyond the scope identified in the deployment description(s) for the initial deployment of subscribed to Cloud Services by requesting such services in accordance with the terms of the Consulting Supplement.
額外諮詢服務。 客戶可以依照諮詢補充條款之規定請求此類服務，購買已訂閱的雲端服務的初始部署之部署描述中所載明範圍之外的額外諮詢服務。

4. FEES 費用

4.1. **Fee Changes.** Concur has the right to effect reasonable changes to the recurring fees under the Order Form to the extent of any general fee change assessed across Concur's customers of the applicable Cloud Service due to changes in Concur's third-party costs associated with its travel management business (e.g., global distribution system (GDS) or other similar third party fees), upon notice to Customer at least thirty (30) days before the effective date of the change and provided that such costs are passed through without markup by Concur. Concur may also pass through to Customer, without markup, any charges or fees incurred from other third-party system providers in connection with Concur delivery of the Cloud Service, including any GDS, mid and back-office systems, online booking engine systems, and data warehousing systems.

費用變更。若 Concur 出差管理業務 (例如全球配銷系統 (GDS) 或其他類似的第三方費用) 之相關第三方成本發生變更, 導致 Concur 評估適用雲端服務之客戶一般費用隨之變更, 則 Concur 有權合理變更訂購單所規定之週期費用。此週期費用變更須於變更生效日前至少三十 (30) 日通知客戶, 且變更內容需直接反映該第三方成本變更, 未經 Concur 調漲。Concur 亦得未經調漲, 將其他第三方系統提供者因 Concur 對雲端服務的交付相關而產生的任何收費或費用反映給客戶, 包括任何 GDS、中端和後勤系統、線上預訂引擎系統和資料倉儲系統。

4.2. Invoicing. 開立發票。

4.2.1. **Initial Set Up Fees:** Concur is entitled to invoice Customer for the Initial Set Up Fees specified in an Order Form at any time on or after the "Order Effective Date" set forth in such Order Form.

初始設定費用: Concur 應有權隨時或依此等訂購單載明之「訂購單生效日期」當日或其後, 就訂購單指定之初始設定費用對客戶開立發票。

4.2.2. **Transaction Fees and Other Recurring Fees:** Concur is entitled to invoice Customer for the recurring Transaction Fee for the applicable Cloud Service beginning on the Transaction Fee Start Date (as defined in the applicable Order Form) for such Service and continuing thereafter for each Billing Cycle during the term. The Base Transaction Fees are invoiced in advance of each Billing Cycle, and the Incremental Transaction Fees, if any, are invoiced in arrears for the preceding Billing Cycle. The Recurring Fees are invoiced in advance of each Billing Cycle.

交易費用和其他週期費用: Concur 有權就適用的雲端服務的週期交易費用向客戶開立發票, 該費用自此等服務的交易費用開始日期 (依適用訂購單中所定義) 起算, 並在此期間的每個請款週期之後持續。基礎交易費用應於每一請款週期前預先開立發票, 若有任何增量交易費用, 則須於前一請款週期後, 事後開立發票。週期費用在每個請款週期之前開立發票。

4.2.3. **Consulting Service Fees:** Concur is entitled to invoice Customer for the Consulting Service Fees in accordance with the terms of the Consulting Supplement.

諮詢服務費用: 依照諮詢補充條款之規定, Concur 有權向客戶開立諮詢服務費用發票。

5. ADDITIONAL TERMS 其他條款

5.1. **EU Access.** EU Access is not available for the Cloud Service.
EU Access. EU Access 不適用於本雲端服務。

5.2. **Monitoring.** Notwithstanding anything in the GTC to the contrary, Customer is not obligated to monitor its own use of the Cloud Service and report any use in excess of the Usage Metrics and volume.
監控。儘管 GTC 中有任何其他相反之規定, 客戶無義務監控自己使用本雲端服務之情形, 或回報超出使用度量之任何使用情事及使用量。

5.3. **Feedback.** Customer may provide Concur with suggestions for product or service improvement or modification in connection with any present or future Concur product or service ("Feedback"). Accordingly, Feedback shall not be considered Confidential Information under the Agreement and neither Concur nor any of its customers or business partners shall have any obligation or liability to Customer with respect to any use

or disclosure of such Feedback.

回饋。客戶得針對與 Concur 現有或將來之產品或服務相關之產品或服務向 Concur 提供改善或修改之建議 (以下稱「回饋」)。據此，本合約不應將回饋視為機密資訊，對回饋之任何使用或揭露，Concur 或其任何客戶或業務合作夥伴皆無須對客戶負擔任何義務或賠償責任。

5.4. **Customer's GDS Costs and Connection.** Customer's own agreement(s) with its applicable GDS(s) will determine the Customer's GDS costs, which are Customer's responsibility. Cloud Services may use web services to connect to each GDS. The Customer is required to provide Concur with a web service enabled robotic sign on per GDS to enable the Cloud Service to scan GDS queues at the intervals defined by Customer. Customer is responsible for correctly connecting each required pseudo city code (PCC) to the Cloud Service. **客戶之 GDS 費用和連線。**客戶本身與其適用的 GDS 所簽訂的合約將決定客戶的 GDS 費用，此為客戶的責任。雲端服務得使用 Web 服務連線至每個 GDS。客戶必須為 Concur 的每個 GDS 提供已啟用機器人登入的 Web 服務，以便雲端服務依客戶定義的間隔掃描 GDS 佇列。客戶應負責將每個必要的虛擬城市代碼 (PCC) 正確連線至雲端服務。

5.5. **Term.** Except as otherwise set forth in an Order Form, the term of the Cloud Service will commence on the Order Effective Date set forth in the initial Order Form and will continue thereafter for the initial term specified in the initial Order Form (the "Initial Term"). After the Initial Term or any renewal term, the term for the Cloud Service shall continue thereafter, provided that either party may terminate the Agreement after the Initial Term or any renewal term by delivering written notice of termination to the other party at least ninety (90) days (unless otherwise specified in an Order Form) before the desired effective date of such termination. All terms and conditions of the GTC and the Supplement shall remain in effect until termination of the Agreement, except as the parties expressly agree otherwise in writing.

期間。除非訂購單中有相反記載，否則雲端服務期間將於初始訂購單載明之訂購單生效日期開始，並於初始訂購單所載之初始期間 (以下稱「初始期間」) 內持續有效。本雲端服務之期間應於初始期間或任何續約期間之後繼續有效，唯任一方當事人得於初始期間或任何續約期間後終止本合約，並於此等終止欲生效日期前至少九十 (90) 日 (但訂購單中另行指定者，不在此限) 以書面通知他方當事人。GTC 及補充條款之所有條款與條件的效力應持續存在，截至本合約終止為止，但若雙方當事人以書面明示另行同意約定者，不在此限。

5.6. **Notices.** All notices hereunder by either party shall be in writing and given when delivered via email to Concur at concur_notices@sap.com and to Customer at their email address for notices set forth in the initial Order Form.

通知。任一方當事人對他方進行本文所載之所有通知時，除寄送電子郵件外 (Concur 之電子郵件為 concur_notices@sap.com，客戶之電子郵件為初始訂購單上所載之通知電子郵件)，應以書面形式遞交給他方。

6. Incident Support.

事故支援。

6.1. Definitions of Incident Priorities.

事故優先順序之定義。

6.1.1. **"P1"** (Priority 1) means a severe Incident in a production environment, resulting in the Cloud Service being completely unavailable thereby halting transactions through the Cloud Service with no work-around.

「P1」(優先順序 1) 係指正式運作環境中的嚴重事故，導致雲端服務完全無法使用，從而暫停透過雲端服務進行的交易，且無因應措施。

6.1.2. **"P2"** (Priority 2) means a serious Incident in a production environment, in which a major function is experiencing abnormal behavior causing major inconvenience or common operations fail consistently.

「P2」(優先順序 2) 係指正式運作環境中的嚴重事故，該環境中的主要功能發生異常行為，從而導致重大不便或常見的操作持續失敗。

6.1.3. **"P3"** (Priority 3) means an Incident in a production environment, in which a fundamental function is experiencing abnormal behavior causing a common operation to sometimes fail or a less common operation to fail consistently. Concur reserves the right to assign and re-assign priority to an Incident to render it

consistent with these definitions.

「P3」(優先順序 3) 係指正式運作環境中的事故，該環境中的基礎功能發生異常行為，從而導致常見的操作有時會失敗或少數的常見操作持續失敗。Concur 有權指派和重新指派事故的優先順序，以符合這些定義的方式呈現事故。

- 6.2. **Availability.** Concur provides support for Incidents through access to Concur's online support and ticketing system, the access to which may vary by applicable Cloud Service. Concur will be available to respond to properly reported Incidents during the following hours: (a) P1 Incidents: Concur will be available to respond twenty-four (24) hours per day, seven (7) days per week, in accordance with the service levels specified below; and (b) P2 and P3 Incidents—Concur will be available to respond during the weekly period beginning at 14:30 (Greenwich Mean Time) on each Monday and ending at 23:59 (Greenwich Mean Time) on each Friday, excluding Concur holidays, in accordance with the service levels specified below. Incidents do not include, and Concur is not required to provide support for, issues arising out of: (i) any modification to or misuse of the Cloud Service performed by parties other than Concur or its subcontractors; (ii) interconnection of the Cloud Service with other products and/or service not supported by Concur; (iii) any work product of Customer or any third party with whom Customer contracts, other than Concur; or (iv) operation of the Cloud Service under an operating environment that is not supported by Concur.

可用性。 Concur 透過存取 Concur 的線上支援及支援請求單系統的方式為事故提供支援，對線上支援及其系統的存取可能因適用的雲端服務而有所不同。Concur 將可於收到下列事故之後數小時內正確回應回報的事故：(a) P1 事故：Concur 將依照以下指定的服務層級，全年無休(每週七(7)天，每天二十四(24)小時)予以回應；以及(b) P2 和 P3 事故—Concur 將依照以下指定的服務層級，於每個星期一 14:30 (格林威治時間) 開始至每個星期五 23:59 (格林威治時間) 結束的一週期間內予以回應，Concur 例假日除外。事故不包括由以下原因所引起的問題，並且 Concur 不需要為其提供支援：(i) 因 Concur 或其分包商以外的各方當事人對雲端服務進行的任何修改或濫用；(ii) 雲端服務與未受 Concur 支援的其他產品和/或服務相互連線；(iii) 因客戶或與客戶簽訂合約的任何第三方的任何工作產品，而非 Concur 的工作產品；或 (iv) 在 Concur 不支援的作業環境下操作雲端服務。

- 6.3. **Response and Resolution.** Upon receipt of an Incident notification, a Concur technical support representative will reply to Customer through the system within one (1) hour for a P1 Incident, with four (4) business hours for a P2 Incident, within eight (8) business hours for a P3 Incident. Upon Concur's identification of an Incident with the Service, Concur will target resolution of the Incident within twenty-four (24) hours for a P1 Incident, within two to four (2-4) business days for a P2 Incident, and within ten (10) business days for a P3 Incident (except that, if resolution requires development or configuration resources, then target resolution is as Concur reasonably determines to be appropriate under the circumstances). If Concur is unable to address P1, P2, or P3 Incident(s) in accordance with the respective timeframes set forth above for such Incidents, Concur will continue to work diligently to resolve such Incident until the Incident is resolved and Customer may, after first attempting to contact its designated support representative, escalate Incidents through Concur's online support and ticketing system mechanism for the applicable Cloud Service.

回應和解決方案。 一旦收到事故通知，Concur 技術支援代表將分別於下列工作時間內透過系統回覆客戶：P1 事故於一 (1) 小時內、P2 事故於四 (4) 小時內、P3 事故於八 (8) 小時內。一旦 Concur 識別服務事故後，Concur 將針對事故設定目標解決方案：P1 事故為二十四 (24) 小時內、P2 事故為二至四 (2-4) 個工作天內和 P3 事故為十 (10) 個工作天內(但若解決方案需要開發或組態資源則除外，其應由 Concur 視情況合理決定適當的目標解決方案)。若 Concur 無法依照上述針對此等事故的個別時間範圍解決 P1、P2 或 P3 事故，Concur 將繼續努力解決此等事故直至其獲得解決為止，而客戶可以在首次嘗試聯絡其指定的支援代表之後，透過 Concur 的適用雲端服務之線上支援和支援請求單系統機制上呈事故。