

SAP HANA Cloud
Supplemental Terms and Conditions
SAP HANA Cloud 補充條款與條件

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to SAP HANA Cloud (the “Cloud Service”). Any documents referenced in this Supplement are available upon request.

本補充條款係 SAP 與客戶之間就 SAP 雲端服務所訂合約之一部分，僅適用於 SAP HANA Cloud (以下簡稱「雲端服務」)。客戶可索取本補充條款所引用之任何文件。

1. DEFINITIONS

名詞定義

“**Capacity Services**” means the individual services comprising the Cloud Service identified in Section 3, as may be updated by SAP from time-to-time with additional Capacity Services.

「**產能服務**」係指第 3 節中列載的雲端服務所包含的個別服務，SAP 得不時將其他產能服務更新到該清單中。

“**Capacity Unit**” is a ratio of services consumed via the Cloud Service and is calculated as set forth in the respective Product Supplement, Service Description Guide or Service Use Description.

「**產能單位**」係指透過雲端服務耗用的服務之比例，計算方式如各自的產品補充條款、服務說明指南或服務使用說明所規定。

“**Capacity Units of Measure**” are the types of metrics used to measure use of a particular Capacity Service (e.g., GB).

「**產能計量單位**」係指衡量產能服務使用量的度量類型 (例如 GB)。

“**Capacity Unit Value**” means the numerical value assigned to a specific Capacity Service that, when multiplied by the number of Capacity Units of Measure used, results in the Capacity Units consumed.

「**產能單位值**」係指指派給特定產能服務的數值，乘上已使用的產能計量單位數量後，會得出已耗用的產能單位。

2. CLOUD SERVICE

雲端服務

The Cloud Service supports customers by providing a cloud-native database service, providing access to any data with real-time processing capabilities. The solution provides advanced virtualization capabilities combined with data storage and processing options.

雲端服務係透過提供雲端原生資料庫服務及提供具有即時處理功能的任何資料的存取權，藉此支援客戶。該解決方案提供進階的虛擬功能並結合資料儲存和處理選項。

3. FEES

費用

The Usage Metric for the Cloud Service is Capacity Units per month. Each Capacity Service specified in the table below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a Capacity Service, the total amount of Capacity Units of Measure used during the month is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that Capacity Service. Customer may consume Capacity Units up to the total amount stated in the Order Form for each month. Unused Capacity Units may not be carried over into any subsequent month. By way of example, a Capacity Service with a Capacity Unit of Measure in GB per hour for which 20 GB of HANA Memory was used for 100 hours in a month, with a corresponding Capacity Value of .023, would result in the consumption of 46 Capacity Units.

本雲端服務的使用度量為每月的產能單位。下表中指定的每項產能服務皆有對應的計量單位和產能單位值。如要計算使用產能服務時所耗用的產能單位數量，應將該月份使用的產能計量單位總量乘上產能單位值，即可得出該產能服務的產能單位數量。在每箇月中，客戶可以耗用的產能單位上限是訂購單規定的總量。未使用的產

能單位不得沿用到任何後續月份中。例如，對於產能計量單位為每小時 GB 數量的產能服務，如果客戶在一個月中 100 小時使用了 20 GB 的 HANA 記憶體，且對應的產能值為 0.23，則耗用的產能單位為 46。

Services 服務	Unit of Measure 計量單位	Capacity Unit Value (number of CUs) 產能單位值 (CU 數量)
HANA CPU	1 vCPU per hour	0.160
HANA CPU	每小時 1 vCPU	0.160
HANA Memory	1 GB per hour	0.023
HANA 記憶體	每小時 1 GB	0.023
HANA Storage	16 GB per hour	0.013
HANA 儲存空間	每小時 16 GB	0.013
Data Lake Compute	1 Unit*	0.539
Data Lake 運算	1 單位*	0.539
Data Lake Storage	1 Unit**	0.272
Data Lake 儲存空間	1 單位**	0.272
Backup Storage	64 GB per hour	0.011
備份儲存空間	每小時 64 GB	0.011
Network Data Transfer	1 GB	0.438
網路資料傳輸	1 GB	0.438

*One (1) Data Lake Compute Unit is equivalent to consumption of one of the following:

*一 (1) 個 Data Lake 運算單位等同於下列其中一項之耗用：

- 1 vCPU-hour of IQ Compute (Memory included); or
IQ 運算每小時 1 vCPU (包含記憶體)；或者
- 33.06 GB SQL File Scan; or
33.06 GB SQL 檔案掃描；或者
- 22,825 File Access API calls
22,825 檔案存取 API 呼叫

**One (1) Data Lake Storage Unit is equivalent to consumption of one of the following:

**一 (1) 個 Data Lake 儲存單位等同於下列其中一項之耗用：

- 1 TB-hour Standard Storage; or
每小時 1 TB 標準儲存空間；或者
- 0.151 TB-hour EFS Storage; or
每小時 0.151 TB EFS 儲存空間；或者
- 2.905 TB-hour File Storage
每小時 2.905 TB 檔案儲存空間；或者

4. ADDITIONAL TERMS

其他條款

- 4.1. **SAP Data Integration.** The Cloud Service shall not access, directly or indirectly, a third-party database(s) licensed under a runtime license from SAP or its Affiliates or any of their respective resellers or distributors, except communication (including data transfers) via application level APIs between the Cloud Service and software applications running on such third-party database.

SAP Data Integration. 雲端服務不得直接或間接存取 SAP、其關係企業或其任何個別轉售商或經銷商授予執行階段授權的任何第三方資料庫，但存取方式若為透過應用程式層級 API 進行之通訊 (包括進行資料傳輸)，且通訊雙方為本雲端服務與在前述第三方資料庫上運行的軟體應用程式，則不在此限。

- 4.2. **On-premise Components.** The Cloud Service includes the optional, limited use of the following on-premise component: SAP Landscape Transformation replication server (“SLT”). Use of SLT is limited solely to loading data into the Cloud Service.

內部部署元件。 本雲端服務包含下列選擇性、有限使用之內部部署元件：SAP Landscape Transformation Replication Server (以下稱「SLT」)。SLT 之使用僅限於載入資料至雲端服務。

- 4.3. **Service Level Agreement.** The changes specified below apply to the Service Level Agreement for SAP Cloud Services (the “SLA”). These changes only apply to HANA Cloud, and any Credit to which Customer is entitled shall only apply to the Monthly Subscription Fees for HANA Cloud. Except as provided below, the terms and conditions of the SLA for HANA Cloud shall remain unchanged. Defined terms used in this Section shall have the same meaning as the defined term in the SLA.

服務層級協議。 以下指定的更改適用於 SAP 雲端服務之服務層級協議 (以下稱「SLA」)。這些更改僅適用於 HANA Cloud，且客戶有權享有的任何額度應僅適用於 HANA Cloud 的每月訂閱費用。除以下規定外，HANA Cloud 的 SLA 條款與條件效力將維持不變。本條文中所使用之定義用語，意義應同於 SLA 中所述。

The definition of “Credit” in Section 1.1 of the SLA is modified to read as follows:

SLA 的第 1.1 條中對「額度」的定義修改為如下：

“Credit” means the percentage of the Monthly Subscription Fees indicated in the table below, not to exceed 100% of Monthly Subscription Fees.

「額度」係指下表所示每月訂閱費用的百分比，不超過每月訂閱費用的 100%。

The definition of “System Availability SLA” in Section 1.9 of the SLA is modified to read as follows:

SLA 的第 1.9 條中對「系統可用性 SLA」的定義修改為如下：

“System Availability SLA” means the System Availability Percentage indicated in the table below during each Month for the production version of the Cloud Service.

「系統可用性 SLA」係指下表所示的雲端服務生產版本每個月的系統可用性百分比。

In order for the System Availability SLA to be 99.95% in a given Month (as described in the table below), the Replica must be operational (and the replication synchronous) the entire Month. If the Replica is not in continuous operation (and replication not synchronous) for the entire Month, with the exception of the Replica being disabled at the express written request of SAP, the System Availability SLA shall be 99.9%.

為了使系統可用性 SLA 在特定月份達到 99.95% (如下表所述)，複本必須於整個月內運作 (並同步複製)。若複本並非整個月均持續運作 (且複製不同步)，則除依 SAP 的明示書面請求停用的複本外，系統可用性 SLA 應為 99.9%。

“Replica” means a copy of the SAP HANA Cloud instance build (in addition to the primary instance) by synchronous or asynchronous replication. In case of a failure of the primary instance, the Replica can be used to support business continuity. The Replica does not include the Data Lake Services (i.e., Compute and Storage).

「複本」係指透過同步或非同步複製的 SAP HANA Cloud 執行個體組建的副本 (除了主要執行個體外)。在主要執行個體出現故障的情況下，複本可以用於支援業務持續性。複本不包括 Data Lake 服務 (例如：計算及儲存)。

“Availability Zone” or “Zone” means a data center in a unique physical location that has its own power, cooling, and networking.

「可用性區」或「區域」係指位於唯一實體位置的資料中心，其擁有自己的電源、散熱和網路。

For purposes of calculating “Downtime” under the SLA, the primary system and Replica must both be unavailable.

為了依據 SLA 計算「停機時間」，主要系統和複本均必須為不可用狀態。

SAP HANA Cloud System Availability SLA and Credit are as follows:

SAP HANA Cloud 系統可用性 SLA 和額度如下所示：

Number of Synchronous Replicas and Zones 同步複本和區域數量		No Replica / One Zone 複本數量/一個區域		One Replica/ One Zone 一個複本/一個區域	
		Replicas	Zones	Replicas	Zones
		複本	區域	複本	區域
		0	1	1	1
		0	1	1	1
System Availability SLA 系統可用性 SLA		99.9%		99.95%	
		99.9 %		99.95 %	
	System Availability Percentage 系統可用性百分比	Credit 額度			
	<99.95%	n/a		10%	
	<99.95%	不適用		10%	
	<99.9%	10%		25%	
	<99.9%	10%		25%	
	<99%	25%		50%	
	<99%	25%		50%	
	<95%	50%		100%	
	<95%	50%		100%	
	<90%	100%		n/a	
<90%	100%		不適用		