**SAP LEARNING HUB AND SAP LIVE ACCESS**
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**SUPPLEMENTAL TERMS AND CONDITIONS**
補充條款與條件

These supplemental terms and conditions ("**Supplement**") are part of an agreement for certain SAP cloud services ("**Agreement**") between SAP and Customer and apply solely to SAP Learning Hub and SAP Live Access (the "**Cloud Service**"). Any documents referenced in this Supplement are available from SAP upon request.

這些補充條款與條件 (以下簡稱「**補充條款**」) 是 SAP 與客戶之間特定 SAP 雲端服務協議的一部分 (以下簡稱「**本協議**」)，僅適用於 SAP Learning Hub 及 SAP Live Access (以下簡稱「**雲端服務**」)。SAP 將於接獲要求時，提供本補充條款所引用之任何文件。

1.    **DEFINITIONS**
名詞定義

1.1.    "**Documentation**" means SAP's then-current description for the Cloud Service which is made available to Customers online at https://learninghub.sap.com/documentation.
「 文 件 」 係 指  SAP 對 雲 端 服 務 之 現 行 說 明 ， 其 詳 細 內 容 ， 客 戶 可 上 網 於 https://learninghub.sap.com/documentation 中查閱。

1.2.    SAP Learning Hub
SAP Learning Hub

1.2.1.    "**SAP Learning Hub**" is the edition of SAP Learning Hub which the Customer has subscribed to, as described in the then-current Documentation. It includes access to content such as e-learning courses, e-books, and learning rooms generally available in the applicable catalogue offered for the edition (see download catalog https://origin-saplearninghub.plateau.com/icontent/CUSTOM_eu/SAP/self-managed/Documents/Learning_Hub_Catalogue.xlsm). Editions currently available (subject to change) are listed in Sections 1.2.2 and 1.2.3.
「**SAP Learning Hub**」係客戶訂閱的 SAP Learning Hub 版本，如現行文件中所述。其包括存取電子學習課程、電子書和學習教室等內容，一般可於該版本可提供之適用目錄中取得 (請見下載目錄 https://origin-saplearninghub.plateau.com/icontent/CUSTOM_eu/SAP/self-managed/Documents/Learning_Hub_Catalogue.xlsm)。目前可提供的版本 (可能變更) 如第 1.2.2 和 1.2.3.條所列。

1.2.2.    Commercial editions:
商業版本：

a)    SAP Learning Hub, discovery edition;
SAP Learning Hub (探索版)；

b)    SAP Learning Hub, professional edition (public and private cloud version);
SAP Learning Hub (專業版) (包括公共及私人雲端版本)；

c)    SAP Learning Hub, business edition (public and private cloud version);
SAP Learning Hub (企業版) (包括公共及私人雲端版本)；

d)    SAP Learning Hub, solution editions (public cloud version):
SAP Learning Hub (解決方案版) (公共雲端版本)：

i.    SAP Learning Hub, edition for SAP S/4HANA Cloud;
SAP Learning Hub (SAP S/4HANA Cloud 版)；

ii.    SAP Learning Hub, edition for digital platforms;
SAP Learning Hub (數位平台版)；

iii.    SAP Learning Hub, edition for procurement and networks;
SAP Learning Hub (採購和網路版)；

iv.    SAP Learning Hub, edition for analytics;
SAP Learning Hub (分析版)；

v.    SAP Learning Hub, edition for customer experience;
SAP Learning Hub (客戶體驗版)；

vi.  SAP Learning Hub, edition for IoT and digital supply chain;
SAP Learning Hub (物聯網和數位供應鏈版)；

vii.  SAP Learning Hub, edition for people engagement;
SAP Learning Hub (員工互動版)；

viii.  SAP Learning Hub, edition for finance.
SAP Learning Hub (財務版)。

e)  SAP Learning Hub, partner edition (public cloud version) – note: this version is only available to partners in the SAP PartnerEdge program (excluding basic SAP PartnerEdge open ecosystem);
SAP Learning Hub (夥伴版) (公共雲端版本) – 註：此版本僅提供予 SAP PartnerEdge 計畫中的合作夥伴 (不包括基本 SAP PartnerEdge 開放生態系統)；

f)  SAP Learning Hub, enhanced student edition (public and private cloud version).
SAP Learning Hub (增強學生版) (包括公共及私人雲端版本)。

1.2.3.  Program editions:
計畫版本：

a)  SAP Learning Hub, event edition;
SAP Learning Hub (活動版)；

b)  SAP Learning Hub, edition for SAP Bildungspartner;
SAP Learning Hub (SAP Bildungspartner 版)

c)  SAP Learning Hub, edition for SAP Business One;
SAP Learning Hub (SAP Business One 版)；

d)  SAP Learning Hub, edition for SAP PartnerEdge;
SAP Learning Hub (SAP PartnerEdge 版)；

e)  SAP Learning Hub, edition for SAP Enterprise Support;
SAP Learning Hub (SAP Enterprise Support 版)；

f)  SAP Learning Hub, academic edition;
SAP Learning Hub (學術版)；

g)  SAP Learning Hub, edition for SAP Preferred Success;
SAP Learning Hub (SAP Preferred Success 版)；

h)  SAP Learning Hub editions provided through other enablement programs.
透過其他支援計畫所提供之 SAP Learning Hub 版本。

1.3.  "**SAP Live Access**" provides time-based access to system environments via the SAP Live Access Portal as described in the then-current Documentation. Access to system environments is only possible during the lifetime of the respective system environment and cannot be extended.
「**SAP Live Access**」可透過 SAP Live Access 入口網站以時間為基礎存取系統環境，如現行文件所述。系統環境之存取僅限於個別系統環境的生命週期內，不得延長。

**2.  USAGE RIGHTS AND RESTRICTIONS FOR THE CLOUD SERVICE**
**雲端服務的使用權利與限制**

2.1.  User Access
使用者存取

2.1.1.  The Usage Metric for the Cloud Service is User. Users are individuals authorized to access the Cloud Service. User access credentials issued to access or utilize the Cloud Service are assigned to one individual user and cannot be shared, or used by more than one individual, or re-assigned to another individual other than allowed pursuant to Section 3.
雲端服務的使用度量為使用者。使用者係指獲得授權而可存取雲端服務的個人。為存取或使用雲端服務所核發之使用者存取憑證，僅可指派給單一使用者，不得共用或由多人使用，亦不得再指派給其他個人 (但第 3.條所允許者，不在此限)。

2.1.2.  Access to the Cloud Service is only available online via an internet connection. Users must have valid access credentials to gain access. To receive valid access credentials for Users, Customer must provide the following information to SAP for each prospective User:

雲端服務僅得透過網路連線以線上方式存取。使用者必須具有有效的存取憑證，才能取得存取權限。若要為使用者取得有效存取憑證，客戶必須提供每位潛在使用者的下列資訊：

a) First Name;
名字；

b) Last Name;
姓氏；

c) Email;
電子郵件；

d) Country; and
國家；及

e) Company Name.
公司名稱。

2.2. Acceptable Use
使用原則

In addition to complying with the Acceptable Use Policy in the General Terms and Conditions for SAP Cloud Services, the Customer shall not download or use offline any parts of the learning content, including but not limited to:
客戶除須遵守 SAP 雲端服務一般條款與條件的使用原則外，亦禁止下載或離線使用教學內容的任何部分，包括但不限於：

a) copies on local drives; or
在本機硬碟儲存複本；或

b) printing of learning content
列印教學內容。

except where such download, offline use or printing is expressly allowed by SAP.
但 SAP 明示允許下載、離線使用或列印者，不在此限。

2.3. Compliance with Technical Requirements
遵守技術要求

Customer is responsible for ensuring that Customer complies with the technical requirements described in the Documentation. The Cloud Service may not function correctly if such technical requirements are not complied with.
客戶有責任確保客戶遵守文件所述之技術要求。若未遵守這些技術要求，雲端服務可能無法正常運作。

2.4. Support
支援

In relation to the Cloud Service, the Support Policy for SAP Cloud Services applies, however it is subject to the deviations detailed in Annex 1. In the event of any inconsistency between the terms detailed in the Support Policy for SAP Cloud Services and the terms detailed in Annex 1, the terms detailed in Annex 1 shall take precedence.
SAP 雲端服務支援政策適用於雲端服務，但雲端服務亦受附錄 1 所述之例外條款規範。若 SAP 雲端服務支援政策所述條款與附錄 1 所述條款有任何不一致，則以附錄 1 所述條款為準。

**3. USER REASSIGNMENT**
**重新指派使用者**

3.1. Applicability
適用範圍

The terms of this Section 3 shall only apply to the following editions of SAP Learning Hub:
第 3 條之規定僅限適用於下列的 SAP Learning Hub 版本：

a) SAP Learning Hub, professional edition;
SAP Learning Hub (專業版)；

b) SAP Learning Hub, business edition;
SAP Learning Hub (企業版)；

c)  SAP Learning Hub, solution editions;
    SAP Learning Hub (解決方案版)；

d)  SAP Learning Hub, partner edition; and
    SAP Learning Hub (夥伴版)；及

e)  SAP Learning Hub, enhanced student edition;
    SAP Learning Hub (增強學生版)；

and shall not apply to any other versions of SAP Learning Hub or SAP Live Access.
其不適用於 SAP Learning Hub 或 SAP Live Access 其他版本。

3.2.  Credentials
      憑證

Notwithstanding the provisions of Section 2.1.1, each User's access credentials can be reassigned from an individual to another individual 1 time only per year of subscription, provided that:
儘管有第 2.1.1 條之規定，每一使用者存取憑證可重新指派予他人，且每個訂閱年度以一次為限，惟須符合下列條件：

a)  the originally assigned User is no longer fulfilling the criteria according to the definition of User; and/or
    原指派的使用者不再符合使用者定義之要件；及/或

b)  the originally assigned User is on leave for more than 6 months; and/or
    原指派的使用者休假超過 6 個月；及/或

c)  the originally assigned User has never accessed the Cloud Service.
    原指派的使用者從未存取雲端服務。

3.3.  Additional conditions for User reassignments:
      重新指派使用者之附加條件：

a)  The total reassignment requests per year of subscription must not concern more than 15 % of the total User number assigned since the beginning of that contract year of subscription.
    每一訂閱年度的重新指派請求總數，其比例自該契約訂閱年度開始時起算，不得超過指派使用者總數的 15%。

b)  A customer of a public cloud version of SAP Learning Hub notifies SAP via local contact, providing the original named user (First Name, Last Name, Email, Country and Company Name), as well as the reason for deactivation. The local contact can be found on the SAP Training Shop (www.training.sap.com), under 'Contact' at the bottom (email: education.[country]@sap.com).
    SAP Learning Hub 公共雲端版本的客戶須透過當地聯絡人通知 SAP，並提供原始具名使用者資訊 (名字、姓氏、電子郵件、國家和公司名稱) 以及停用理由。當地聯絡人資訊可在 SAP Training Shop (www.training.sap.com) 頁面底部的「聯繫我們」中查閱 (電子郵件：education.[國家]@sap.com)。

c)  A customer of a private cloud version of SAP Learning Hub notifies SAP via learninghub.admin@sap.com, providing the original named user (First Name, Last Name, Email, Country and Company Name), as well as the reason for deactivation.
    SAP Learning Hub 私人雲端版本的客戶須透過 learninghub.admin@sap.com 通知 SAP，並提供原始具名使用者資訊 (名字、姓氏、電子郵件、國家和公司名稱) 以及停用理由。

d)  Only 1 notification of reassignment request can be made to SAP per month.
    向 SAP 發送重新指派請求的通知，每月僅限一次。

## 4.  SAP Live Access
## SAP Live Access

4.1.  Applicability
      適用範圍

References to "Cloud Service" in this Section 4 shall only apply to SAP Live Access and not to SAP Learning Hub.
第 4 條所提及的「雲端服務」僅適用於 SAP Live Access，不適用於 SAP Learning Hub。

4.2.  Subscription
      訂閱

A subscription to SAP Live Access is assigned to a User upon booking, is not transferable, and includes a usage time as defined in Section 4.3. Each subscription can be used only for 1 system environment at a time.

使用者預訂時，將向其指派 SAP Live Access 之訂閱權限，不得轉讓，且包括第 4.3 條所定義之使用時間。每一訂閱權限每次僅限用於一個系統環境。

4.3. Usage Time
使用時間

"Usage Time" is a defined number of usage hours per year of subscription. Usage Time is calculated pro-rata for the subscription term. During Usage Time a training system is available and can be accessed by the User, starting from successful deployment of the training system. The Usage Time per User will be tracked automatically, counted in minutes and will only be counted when the training system is in running status. The time that is needed to deploy, resume, suspend, or delete the system environment is not counted from the Usage Time.

「使用時間」係指每一訂閱年度之特定使用時數。使用時間係按訂閱期間的比例計算。在使用時間內，使用者可使用和存取培訓系統，其時間自培訓系統成功部署時起算。系統會自動記錄每一使用者的使用時間，以分鐘為計算單位，且培訓系統狀態須為執行中，否則不予計算。部署、恢復、終止或刪除培訓系統環境所需時間不計入使用時間。

4.4. Data Deletion
資料刪除

The system environment with all its data will be deleted when:
在下列情況下，將刪除系統環境及其一切資料：

a) the user deletes it; or
   遭使用者刪除；或

b) the usage time elapses; or
   超過使用時間；或

c) the subscription validity expires; or
   訂閱失效；或

d) the lifetime of the system environment ends.
   系統環境生命週期結束。

1. **SUPPORT SERVICE SCOPE**
   **支援服務範圍**

   The following table describes the Support Services for SAP Learning Hub and SAP Live Access:
   下表說明適用於 SAP Learning Hub 和 SAP Live Access 的支援服務：

| | |
|---|---|
| **Support Scope Description**<br>**支援範圍說明** | The Customer accepts the Cloud Services, such as the provided content and system environments, as is. SAP will not adapt content that the subscriber might consider erroneous. SAP application system support or expert knowledge is not part of the support.<br>客戶接受雲端服務，例如「按原樣」提供的內容和系統環境。SAP 對客戶認定出錯的內容不作任何修改。本支援不提供 SAP 應用程式系統支援或專業知識。 |
| **All Support issues (English only) during Business hours (P1-P4)**<br>於營業時間內提供所有支援問題服務 (僅限英文) (P1-P4) | Sunday 23:00 Universal Time Coordinated (UTC) to Friday 23:00 UTC.<br>週日 23:00 至週五 23:00 (國際標準時間，UTC) |
| **Support Self-Service Via Help Center (24/7 Availability)**<br>透過說明中心提供的 **24** 小時支援自助服務 | The online Help Center is available at https://learninghub.sap.com/help-center.<br>線上說明中心可由此存取：https://learninghub.sap.com/help-center 。 |
| **Technical Requirements**<br>技術要求 | In order to use the full functionality of SAP Learning Hub and SAP Live Access, the customer's technical environment must comply with the requirements as described in the Documentation.<br>為使用 SAP Learning Hub 和 SAP Live Access 的完整功能，客戶的技術環境須符合文件所述要求。<br><br>Support Services do not provide consulting services on how to setup the Customer environment in order to access SAP Learning Hub or SAP Live Access.<br>支援服務所提供的諮詢服務，不包括為存取 SAP Learning Hub 或 SAP Live Access 而進行的客戶環境設定。 |

2. **CONTACTING SUPPORT**
   **聯絡支援人員**

   The Support Services for SAP Learning Hub and SAP Live Access are available for Customers with a valid subscription and are available through the following channels:
   SAP Learning Hub 和 SAP Live Access 的支援服務適用於具備有效訂閱的客戶，並可透過下列管道存取：

   a) SAP Learning Hub Help Center https://learninghub.sap.com/help-center
      SAP Learning Hub 說明中心：https://learninghub.sap.com/help-center

   b) Contact via email at e-learning[@]sap.com
      以電子郵件聯絡：e-learning[@]sap.com