

**SAP S/4HANA Cloud, extended edition**  
**SAP S/4HANA Cloud (擴充版)**  
**Supplemental Terms and Conditions**  
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 the SAP S/4HANA Cloud, extended edition (previously known as SAP S/4HANA Cloud, single tenant edition) services to which Customer is subscribed. 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，僅適用於客戶訂閱之 SAP S/4HANA Cloud (擴充版) (先前稱為 SAP S/4HANA Cloud (單租戶版)) 服務。客戶可向 SAP 索取補充條款所引用之任何文件。

**1. CLOUD SERVICE**

**雲端服務**

- 1.1** The Usage Metrics and additional terms of each of the SAP S/4HANA Cloud, extended edition packages and optional add-ons are described in the SAP S/4HANA Cloud Service, extended edition Service Use Description document found at <https://www.sap.com/about/agreements/policies/service-specifications.html> (“Service Use Description”).

每個 SAP S/4HANA Cloud (擴充版) 套件及選擇性附加元件的使用度量及其他條款均在 SAP S/4HANA Cloud (擴充版) 服務之服務使用說明文件中進行說明，其可於下列位置取得：  
<https://www.sap.com/about/agreements/policies/service-specifications.html> (「服務使用說明」)。

- 1.2** Certain features integrated in the SAP S/4HANA Cloud, extended edition packages may be provisioned on the SAP Cloud Platform or other multi-tenant cloud platform (“Cloud Features”). Such Cloud Features, and any additional terms applicable to the Cloud Features, are set forth in the Service Use Description.

SAP 可能會在 SAP Cloud 平台或其他多租戶雲端平台上提供 SAP S/4HANA Cloud (擴充版) 套件的特定功能 (以下簡稱「雲端功能」)。服務使用說明中會載明該等雲端功能及適用於該等雲端功能的額外條款。

**2. ADDITIONAL TERMS**

**其他條款**

**2.1 Maintenance.**

**維護。**

- (a)** SAP performs regular, scheduled maintenance activities to maintain OS security patch levels, database and application patches, infrastructure (network, compute, storage) maintenance and other scheduled proactive activities. Such maintenance activities will be reasonably scheduled for date, time and duration as mutually agreed in advance between SAP and Customer (“Scheduled Downtime”) based on requirements and resources. If Customer fails to cooperate with the scheduling and/or performance of such maintenance activities in a timely manner as recommended by SAP, Customer shall be solely responsible for any resulting issues in the Cloud Service, including unexpected downtime.

SAP 會定期執行表定維護活動，以維護作業系統安全性修補層級、資料庫和應用程式之修補程式、維護基礎設施 (網路、計算、儲存設施)，和進行其他表定主動活動。SAP 和客戶會根據規定和資源，事先依雙方同意合理排定日期、時間和持續時間進行此等維護活動 (稱為「表定停機時間」)。如果客戶無法依 SAP 之建議，適時合作進行表定和/或執行此等維護活動，客戶應對雲端服務中因此而出現之任何問題 (包括意外的停機時間) 負起全部的責任。

- (b) Notwithstanding the foregoing, SAP reserves the right to perform Emergency Maintenance activities at any time without Customer's prior consent. SAP will use reasonable efforts to provide Customer with forty-eight (48) hours advance notice regarding performance of Emergency Maintenance. In case of Cloud Service downtime during such Emergency Maintenance, such downtime will be considered to be "Emergency Downtime" as defined in the SLA (defined in Section 2.3 below). "Emergency Maintenance" are maintenance activities required to address any unforeseeable circumstances aiming to prevent significant impact to the Cloud Service. Such situations include application of critical application patches and operating system security patches (security patches with priority "very high") and/or performing critical operating system activities (urgent upgrades and/or refresh of shared components).

即使有上述規定，SAP 仍保留不經客戶事先同意而隨時進行緊急維護活動之權利。SAP 會付出合理努力，在執行緊急維護活動之四十八 (48) 小時前，對客戶發出通知。若在此等緊急維護期間發生雲端服務停機時間，這些停機時間將依 SLA 中之定義視為「緊急停機時間」(定義詳如以下第 2.3 條中所示)。

「緊急維護」是指為了避免對本雲端服務產生重大影響，而對任何無法預期之環境進行處理的必要維護活動。這類情形包括：套用重大應用程式修補程式及作業系統安全性修補程式 (優先性為「非常高」的安全性修補程式)，和/或執行重大作業系統活動 (共用元件的緊急更新和/或重新整理)。

- (c) Customer is responsible for requesting and coordinating with SAP the application of non-critical security patches (all security patches with priorities "high", "medium", or "low") by way of a service request ticket. Such patches will be applied during Scheduled Downtime or other Agreed Downtime, as defined in the SLA.

客戶應負責請求非重大安全性修補程式 (所有優先順序為「高」、「中」、「低」的安全性修補程式)，並與 SAP 進行相關合作，提出要求的方式是提交服務請求單。此等修補程式將於表定停機時間或其他議定停機時間套用 (定義詳如 SLA 中所示)。

- 2.2 Support.** Support for the Cloud Service will be provided by SAP as described in the Support Policy for SAP Cloud Services referenced in the Order Form, as supplemented by the description in Attachment 1 to this Supplement. The support services described in the Agreement may only be used to support Cloud Services to which this Agreement applies, as specified in the Order Form, and may not be used to support any other SAP products or third-party solutions.

**支援。** SAP 將依訂購單中所引用的 SAP 雲端服務之支援政策對雲端服務提供支援，詳如本補充條款之附件 1 的說明中所補充。依訂購單中所指定內容，合約中所述之支援服務僅得用於支援本合約所適用之雲端服務，不得用來支援任何其他 SAP 產品或第三方解決方案。

- 2.3 Service Level Agreement.** The Service Level Agreement applicable to the Cloud Service is the Service Level Agreement for SAP HANA Enterprise Cloud and SAP S/4HANA Cloud, extended edition ("SLA"). The Service Level Agreement for SAP Cloud Services does not apply.

**服務層級協議。** 雲端服務適用之服務層級協議係指 SAP HANA Enterprise Cloud 和 SAP S/4HANA Cloud (擴充版) 適用的服務層級協議。SAP Cloud 服務之服務層級協議並不適用。

- 2.4 Modifications and Add-Ons.** Except to the extent expressly permitted by applicable law, Customer is not permitted to make modifications to the delivered source code or metadata of the Cloud Service.

**修改及附加元件。** 除適用法律所明示允許的範圍外，客戶不得對 SAP 交付的雲端服務之原始碼或中繼資料進行修改。

Customer may develop and use Customer developed Add-ons (excluding any third-party software) in furtherance of its permitted use of the Cloud Service. "Add-on" means any development that adds new and independent functionality, but does not modify existing SAP functionality, and is developed using SAP application programming interfaces or other SAP code that allows other software products to communicate with or call on the Cloud Service. Customer is responsible for testing and resolving source code, compatibility issues or other conflicts that may arise from Add-Ons and any patches or workarounds or other changes provided by SAP for

the Cloud Service. SAP may reasonably restrict Add-ons to the Cloud Service to the extent necessary to prevent degradation in performance of the Cloud Service. Except for Customer developed Add-ons as described herein and Add-ons made available as an SAP S/4HANA Cloud, extended edition package, no other Add-ons may be used with the Cloud Services.

客戶可以開發及使用客戶開發的附加元件 (不包括任何第三方軟體), 以協助 SAP 所允許之本雲端服務使用方式。「附加元件」係指加入新功能與獨立功能但不修改現有的 SAP 功能的任何開發, 並且使用 SAP 應用程式編程介面或其他 SAP 代碼進行開發, 允許其他軟體產品與雲端服務通訊或叫用雲端服務。凡因 SAP 針對雲端服務所提供的附加元件和任何修補程式、因應措施或其他變更, 所可能產生之原始程式碼、相容性問題或其他衝突, 皆應由客戶負責測試和解決。SAP 得在為了避免雲端服務之效能降低的範圍內, 合理限制雲端服務之附加元件。除本文規定的客戶所開發附加元件, 以及做為 SAP S/4HANA Cloud (擴充版) 套件提供的附加元件以外, 客戶不得將本雲端服務搭配其他附加元件使用。

**2.5 Enhanced Managed Services.** In the event that Customer's use of hours for SAP S/4HANA Cloud, enhanced managed services, extended edition ("EMS") exceeds the number of monthly hours purchased as set forth in the Order Form, SAP will invoice Customer monthly in arrears, and Customer shall pay for the actual excess hours consumed, based on the hourly fee established from the EMS fees set forth in the Order Form.

**增強型管理服務。**若客戶對 SAP S/4HANA Cloud 增強型管理服務 (擴充版) (以下稱「EMS」) 的使用時數超過訂購單中所列之每月訂購時數, SAP 將就應付費用每月向客戶開立發票, 並且客戶應根據訂購單中所列 EMS 費用所確立的每小時費用來支付實際超量使用時數。

**2.6 Customer Data Return.** Prior to termination or expiration of the Subscription Term, at Customer's request, SAP shall provide to Customer, within a reasonable time period in a reasonable backup media format utilized by SAP, a final export of the Customer Data stored in the SAP S/4HANA Cloud, extended edition System. Customer must verify the usability of this export within two weeks of receipt. In the event Customer does not provide verification within the two-week period, the exported Customer Data shall be deemed usable.

**交回客戶資料。**訂閱期間終止或期滿後, SAP 於接獲客戶要求後, 應在合理期間內, 透過合理的備份媒體格式, 將 SAP S/4HANA Cloud (擴充版) 系統中所儲存的客戶資料進行最終匯出, 並提供給客戶。客戶須於收受此匯出資料後兩週內確認其可用性。若客戶未於兩週內完成確認, 該匯出之客戶資料視為可用。

### **3. CUSTOMER RESPONSIBILITIES**

#### **客戶責任**

**3.1** SAP's provision, operation and support of the Cloud Service is subject to Customer's reasonable cooperation and providing necessary information, authorizations and qualified resources for such activities. Customer authorizes SAP to set up and use an administrative user in the business client of the Cloud Service systems as needed to provision and confirm Customer's subscribed usage and technical compliance of the Cloud Service.

SAP 對雲端服務的供應、運作和支援需視客戶的合理合作而定, 且其係針對此等活動提供必要的資訊、授權和符合資格的資源。客戶將視需要授權 SAP 在雲端服務系統的企業使用者端中設定和使用管理使用者, 以提供和確認客戶對雲端系統的訂閱使用情況和技術合規性。

**3.2** In connection with Customer's obligations related to Customer Data under the Agreement, Customer Data includes all Customer-provided software used in the Cloud Service environment.

對於客戶依據本協議所承擔的客戶資料相關義務而言, 客戶資料包括在本雲端服務環境中使用、由客戶所提供的軟體。

**3.3** Customer is responsible for the definition, documentation and execution of its business processes in the context of the Cloud Service, including, but not limited to, configuration of

systems management and application and data security policies, batch processing requirements, and compliance with other governmental or regulatory requirements applicable to Customer. Customer is responsible for providing SAP necessary and sufficient documentation of its applicable processes and Customer developed Add-Ons in order for SAP to perform its responsibilities under the Agreement.

在雲端服務的環境中，客戶應負責其業務程序的定義、文件記載和執行，包括但不限於，系統管理和應用程式的組態及資料安全原則、批次處理要求以及對客戶所適用之其他政府或法規要求的遵從。客戶應負責向 SAP 就其適用程序及客戶所開發的附加元件提供必要充分的文件，以利 SAP 依本合約履行其職責。

- 3.4** Upgrades to the then current version of the Cloud Service software are required every two contract years. All Customer developed Add-Ons, simplification and incompatible checks must be executed by Customer. Customer is responsible for evaluating the results of such checks to ensure that implemented business processes, backend and frontend applications and integrations are running after changes to the Cloud Service software.

每兩個契約年度必須升級為最新版本的雲端服務軟體。客戶必須執行所有客戶開發的附加元件、簡化程序和不相容性之檢查。客戶應負責評估此類檢查的結果，以確保已實施的業務流程、後端和前端應用程式以及整合在變更至雲端服務軟體後可運作。

If SAP is not able to perform such upgrades due to the lack of Customer's cooperation, (i) SAP's ability to provide support may be limited and SAP assumes no responsibilities for such limitations and (ii) the System Availability Service Levels in the SLA shall not apply.

若 SAP 因為客戶未施行上述檢查而無法執行此等升級，則：(i) SAP 提供支援之能力可能會受限，且 SAP 對於此類受限情事概不負責，以及 (ii) 不得適用 SLA 中之系統可用性服務層級。

- 3.5** Customer is responsible for the connection to the Cloud Service, including the Internet connection to the Point of Demarcation. SAP's responsibility shall not extend beyond the Point of Demarcation. Point of Demarcation means the outbound firewall (or, in case of a VPN for access, the point of connection of the SAP network to the VPN) of SAP's computing environment used to provide the Cloud Service.

客戶應負責雲端服務連線事宜，包括分界點的網際網路連線。SAP 的責任不得超出分界點。分界點係指用來提供雲端服務的 SAP 計算環境之傳出防火牆（或者若以 VPN 存取，則係指 SAP 網路至 VPN 的連線點）。

- 3.6** Customer is responsible for obtaining all necessary rights from third parties required for SAP to run and host any Customer-provided software in the Cloud Service environment. Customer will, at SAP's request, provide written verification of such rights. Customer grants to SAP the nonexclusive right to use the Customer-provided software for the sole purpose of and only to the extent necessary for SAP to provide the Cloud Service.

若 SAP 要在雲端服務環境中執行及主控任何客戶提供的軟體，客戶應負責向第三方取得執行上述動作所需的所有必要權利。客戶將依 SAP 之要求，提供此等權利之書面驗證。客戶授予 SAP 非專屬之權利得使用客戶提供之軟體，惟僅限基於 SAP 提供雲端服務所限定之目的及其必要之範圍內。

- 3.7** If Customer fails to fulfill any Customer obligations set forth herein, Customer agrees that such failure may result in delays and additional fees.

如果客戶未能履行此處規定的任何客戶義務，則客戶同意此項未能履行可能會導致延遲和額外費用。

**Attachment 1 to**  
**附件 1**  
**SAP S/4HANA Cloud, extended edition Supplemental Terms and Conditions**  
**SAP S/4HANA Cloud (擴充版) 補充條款及條件**  
**Support Services**  
**支援服務**

This Attachment sets forth the support services provided in addition to the support services of SAP Enterprise Support, cloud editions in the Support Policy for SAP Cloud Services under the Agreement. This Attachment does not apply to Cloud Features.

除了 SAP Enterprise Support (雲端版) 之支援服務，本附件列出了依合約提供之 SAP 雲端服務支援政策中所提供的支援服務。本附件不適用於雲端功能。

**1. SCOPE OF ADDITIONAL SUPPORT SERVICES.**

額外支援服務的範圍。

SAP additional support services apply to the Enterprise Support Solutions, and such additional support services currently include the items set forth in this Section 1.

SAP 額外支援服務適用於企業支援解決方案，且此等額外支援服務目前包括本文第 1 條中所列之項目。

**1.1 Continuous Improvement and Innovation**

持續不斷的改進和創新

(a) SAP may make available ABAP source code for SAP software applications included in Enterprise Support Solutions (excluding third-party software) and additionally released and supported function modules.

SAP 得提供企業支援解決方案中所包括之 SAP 軟體應用程式的 ABAP 原始程式碼 (不包括第三方軟體)，以及額外發行和支援的函式模組。

(b) Software change management, such as changed configuration settings or Enterprise Support Solutions software upgrades, is supported, for example, with content, tools and information material.

支援軟體變更管理 (例如變更的組態設定或企業支援解決方案軟體升級)，其方式例如內容、工具和資訊資料。

**1.2 Global Support Backbone**

全球支援基礎架構

(a) SAP Notes on SAP's Customer Support Website document software malfunctions and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections. SAP Notes also document related issues, customer questions, and recommended solutions (e.g. customizing settings).

SAP 客戶支援網站的 SAP 註記，會記錄軟體功能故障，並提供修復、防止和略過錯誤的方法之相關資訊。SAP 註記可能包含程式編碼修正。SAP 註記會同時載明相關問題、客戶的提問和建議的解決方案 (例如自訂設定)。

(b) SAP Note Assistant, a tool to install specific corrections and improvements to SAP components, is included.

本項服務內含 SAP 註記助理，這是可將特定修正和改良功能安裝到 SAP 元件的一項工具。

**1.3 Mission Critical Support**

任務關鍵支援

For Customer custom code built with the SAP development workbench, SAP provides mission-critical support root-cause analysis (Root Cause Analysis for Custom Code), according to the Global Incident Handling process and response levels for priority "very high" and priority "high" incidents as set forth in section 4 (Customer Response Levels) of the Support Policy for SAP Cloud Services. If the Customer custom code is documented according to SAP's then-current standards (for details see <http://support.sap.com/supportstandards>), SAP may provide

guidance to assist Customer in issue resolution.

針對使用 SAP 開發工作台建置之客戶自訂程式碼，SAP 會根據全球事件處理程序及 SAP 雲端服務支援政策第 4 條（客戶回應層級）中所述優先順序為「非常高」和「高」的事件之回應層級，提供任務關鍵支援根本原因分析（自訂程式碼的根本原因分析）。若客戶自訂程式碼係依 SAP 當時標準所記載（如需詳細資訊，請參閱 <http://support.sap.com/supportstandards>），則 SAP 得提供指導方針以協助客戶解決事件。

#### 1.4 SAP Application Lifecycle Management

##### SAP 應用程式生命週期管理

- (a) Subject to Customer's purchase of one of the SAP Solution Manager for SAP S/4HANA Cloud, extended edition packages, Customer may access and use SAP Solution Manager Enterprise Edition (and any successor to SAP Solution Manager Enterprise Edition provided hereunder) during the Subscription Term solely for the following purposes under SAP Enterprise Support, cloud editions: (i) delivery of SAP Enterprise Support, cloud editions, and (ii) application lifecycle management for Enterprise Support Solutions and other SAP cloud or on-premise solutions for which Customer has a current support agreement with SAP. Such application lifecycle management is limited solely to the following purposes:

依據客戶所訂購適用於 SAP S/4HANA Cloud (擴充版) 套件的任一 SAP Solution Manager，客戶得於訂閱期限內存取和使用 SAP Solution Manager (企業版) (及此處提供的 SAP Solution Manager (企業版) 的任何後續版本)，惟僅得根據 SAP Enterprise Support (雲端版本) 用於下列目的：(i) 交付 SAP Enterprise Support (雲端版本)，(ii) 客戶與 SAP 間已就其訂定最新支援協議的企業支援解決方案及其他 SAP 雲端或內部部署解決方案的應用程式生命週期管理。該等應用程式生命週期管理僅限於下列目的：

- (i) implementation, configuration, testing, operations, continuous improvement and diagnostics;  
實作、組態、測試、操作、持續改善和診斷；
- (ii) incident management (service desk), problem management and change request management as enabled using SAP CRM technology integrated in SAP Solution Manager Enterprise Edition (Customer does not require a separate package license to SAP CRM);  
使用 SAP Solution Manager (企業版) 中所整合之 SAP CRM 技術，促進事件管理 (服務台)、問題管理及變更要求管理 (客戶不需要 SAP CRM 之獨立套件授權)；
- (iii) mobile application lifecycle management scenarios using SAP NetWeaver Gateway (or equivalent technology) integrated in SAP Solution Manager Enterprise Edition;  
使用 SAP Solution Manager (企業版) 中所整合之 SAP NetWeaver Gateway (或同等技術) 的行動應用程式生命週期管理方案；
- (iv) management of application lifecycle management projects for Customer IT Solutions using the project management functionality of SAP Project and Portfolio Management integrated in SAP Solution Manager Enterprise Edition. (However, the portfolio management functionality of SAP Project and Portfolio Management is not in scope of SAP Solution Manager Enterprise Edition and will need to be licensed separately by Customer); and  
利用 SAP Solution Manager (企業版) 中經過整合之 SAP 專案與組合管理的專案管理功能，管理客戶 IT 解決方案之應用程式生命週期管理專案。(不過，SAP 專案及組合管理的組合管理功能未包含於 SAP Solution Manager (企業版) 的範圍，其必須由客戶單獨授權)；以及
- (v) administration, monitoring, reporting and business intelligence as enabled using SAP NetWeaver technology integrated in SAP Solution Manager Enterprise Edition. Business intelligence may also be performed provided the appropriate SAP BI software is licensed by Customer as part of the Enterprise Support Solutions.  
利用整合至 SAP Solution Manager Enterprise Edition 的 SAP NetWeaver 技術，促進管

理、監控、回報和商務智慧。若客戶亦獲得適當 SAP BI 軟體之授權作為企業支援解決方案的一部分，則亦可能實現商務智慧。

- (b)** Customer is entitled to use those SAP databases which are listed on SAP's Customer Support Website that are generally available to all SAP customers together with SAP Solution Manager Enterprise Edition. This license is limited to the use of the relevant database as the underlying database of the SAP Solution Manager Enterprise Edition and limited to the term of the Agreement.

客戶有權使用 SAP 客戶支援網站所列之該等 SAP 資料庫，其通常係連同 SAP Solution Manager 一併提供予所有 SAP 客戶。本授權僅限將相關資料庫做為 SAP Solution Manager (企業版) 的基礎資料庫使用，且僅限於合約期間內為之。

- (c)** SAP Solution Manager Enterprise Edition may not be used for purposes other than those stated above. Without limiting the foregoing restriction, Customer shall especially without limitation not use SAP Solution Manager Enterprise Edition for:

SAP Solution Manager (企業版) 之使用僅限於上述目的。除上述限制之外，客戶特別不應且不限於針對下列目的使用 SAP Solution Manager (企業版)：

- (i)** CRM scenarios such as opportunity management, lead management, or trade promotion management except as CRM scenarios are expressly stated in Section 1.4(a);

CRM 方案，例如商機管理、潛在客戶管理或交易促銷管理，但第 1.4.(a) 條載明之 CRM 方案不在此限；

- (ii)** SAP NetWeaver usage types other than those stated above;

上述之外的 SAP NetWeaver 使用類型；

- (iii)** application lifecycle management and in particular incident management (service desk) except for Customer IT Solutions;

應用程式生命週期管理，特別針對事件管理 (服務台)，但客戶 IT 解決方案不在此限；

- (iv)** non-IT shared services capabilities, including without limitation HR, Finance or Procurement;

非 IT 共用服務功能，包括但不限於 HR、財務或採購；

- (v)** SAP Project and Portfolio Management including but not limited to portfolio management or project management other than management of application lifecycle management projects as described above in Section 1.4(a); or

SAP 專案及組合管理，包括但不限於上述第 1.4(a) 條中應用程式生命週期管理專案之管理以外的組合管理或專案管理；或

- (vi)** SAP NetWeaver Gateway, except for the mobile application lifecycle management scenarios within the scope described above in Section 1.4(a).

SAP NetWeaver Gateway，惟具有上述第 1.4.(a) 條所述範圍內的行動應用程式生命週期管理方案除外。

- (d)** SAP in its sole discretion may update from time to time on SAP's Customer Support Website under <http://support.sap.com/solutionmanager> the use cases for SAP Solution Manager Enterprise Edition under this Section 1.4.

SAP 得自行決定隨時更新本文第 1.4 條所規範之 SAP Solution Manager (企業版) 的使用案例，該等案例位於網址為 <http://service.sap.com/solutionmanager> 的 SAP 客戶支援網站。

- (e)** SAP Solution Manager Enterprise Edition shall only be used during the term of the Agreement subject to the rights set forth herein and exclusively for Customer's SAP-related support purposes in support of Customer's internal business operations. The right to use any SAP Solution Manager Enterprise Edition capabilities under this Attachment 1 other than those listed above is subject to a separate written agreement with SAP, even if such capabilities are accessible through or related to SAP Solution Manager Enterprise Edition. Customer shall be entitled to allow any of its employees to use web self-services

in the SAP Solution Manager Enterprise Edition during the term of the Agreement such as creating support tickets, requesting support ticket status, ticket confirmation and change approvals directly related to Customer IT Solutions.

SAP Solution Manager (企業版) 僅能於合約期間內使用，並受在此所述之權利所約束，且僅能用於客戶之 SAP 相關支援用途，以支援客戶的內部業務營運。使用本附件 1 中所規範、但未於上述列出之任何 SAP Solution Manager (企業版) 功能之權利，應受其他與 SAP 簽訂之書面協議所規範；即使該功能可透過 SAP Solution Manager (企業版) 存取，或係與 SAP Solution Manager (企業版) 相關者，亦同。客戶應有權讓其任何員工，在合約期間內，使用 SAP Solution Manager (企業版) 的 Web 自助服務，以進行直接與客戶 IT 解決方案相關的建立支援單、要求支援單狀態、確認支援單，以及變更核准等。

- (f)** Use of SAP Solution Manager Enterprise Edition may not be offered by Customer as a service to third parties; provided, third parties authorized to access Cloud Services under the Agreement may have access to SAP Solution Manager Enterprise Edition solely for SAP-related support purposes in support of Customer's internal business operations under and in accordance with the terms of the Agreement and this Attachment 1.

客戶不得提供 SAP Solution Manager (企業版) 作為對第三方之服務；在此前提下，依據合約獲得授權存取雲端服務的第三方，僅得針對 SAP 相關支援目的，並根據本合約及本附件 1 的條款來支援客戶的內部業務營運，藉以存取 SAP Solution Manager (企業版)。

- (g)** Use of SAP Solution Manager Enterprise Edition for SAP software other than the Enterprise Support Solutions is subject to a valid SAP support agreement.

針對非屬企業支援解決方案之 SAP 軟體使用 SAP Solution Manager (企業版) 應受有效之 SAP 支援合約所規範。

**1.5 Other Components, Methodologies, and Content.** Support as described in this Appendix also includes:

其他元件、方法及內容。本附錄中所述之支援同時包括：

- (a)** Process descriptions and process content that may be used as pre-configured test templates and test cases via the SAP Solution Manager Enterprise Edition. In addition, the SAP Solution Manager Enterprise Edition assists Customer's testing activities.

程序說明及程序內容，得透過 SAP Solution Manager (企業版) 做為預先設定之測試範本和測試案例使用者。此外，SAP Solution Manager (企業版) 會協助客戶的測試活動。

- (b)** Tools and content for SAP Application Lifecycle Management (shipped via SAP Solution Manager Enterprise Edition and/or the Enterprise Support Solutions and/or the applicable Documentation for Enterprise Support Solutions and/or SAP's Customer Support Website) to help increase efficiency:

SAP 應用程式生命週期管理之工具及內容 (隨附於 SAP Solution Manager (企業版) 和/或企業支援解決方案和/或企業支援解決方案的適用文件和/或 SAP 的客戶支援網站交付)，有助於提高效率：

- (i)** Tools for implementation, configuration, testing, operations and system administration.

實作、組態、測試、作業及系統管理的工具。

- (ii)** Best practices, guidelines, methodologies, process descriptions and process content. This content supports the usage of the tools for SAP Application Lifecycle Management.

最佳實務、指導方針、方法、程序說明及程序內容。本內容支援 SAP 應用程式生命週期管理工具的使用。



## 2. CAPITALIZED TERMS.

大寫詞彙。

Below are further explanations of the capitalized terms used above complementing section 6 (Capitalized Terms) of the Support Policy for SAP Cloud Services:

以下是上述搭配 SAP 雲端服務支援政策第 6 條 (大寫詞彙) 所使用之大寫詞彙的詳細解釋：

<b>“Customer Solution(s)”</b> 「客戶解決方案」	shall mean Enterprise Support Solutions and any other software subscribed or licensed by Customer from third parties and included in the Customer’s SAP S/4HANA Cloud, extended edition environment. 係指企業支援解決方案及由客戶授權向第三方取得之任何其他軟體，且該等軟體已納入客戶的 SAP S/4HANA Cloud (擴充版) 環境中。
<b>“Customer IT Solution(s)”</b> 「客戶 IT 解決方案」	shall mean Customer Solution(s) and hardware systems supported by Customer’s IT team. 係指客戶解決方案及客戶的 IT 團隊所支援之硬體系統。
<b>“Enterprise Support Solutions”</b> 「企業支援解決方案」	shall mean all software included in Customer’s subscription to SAP S/4HANA Cloud, extended edition under the Agreement, excluding software to which special support agreements apply exclusively, and excluding Customer-provided software. 係指客戶所訂閱 SAP S/4HANA Cloud (擴充版) 中依合約納入的所有軟體，不包括特殊支援協議單獨適用的軟體，也不包括客戶提供的軟體。
<b>“SAP’s Customer Support Website”</b> 「SAP 的客戶支援網站」	shall mean SAP Support Portal at <a href="https://support.sap.com">https://support.sap.com</a> 係指 SAP 支援入口網站，網址為 <a href="https://support.sap.com">https://support.sap.com</a>