

SAP Business Technology Platform Service Description Guide

1. DEFINITIONS

Unless otherwise defined in the product-specific sections below, capitalized terms shall have the following meaning.

- 1.1. **“Active User”** is any unique individual who accesses the Cloud Service.
- 1.2. **“API Call”** is the communication of an action to or from the Cloud Service to or from another system/technology that occurs via a defined application programming interface.
- 1.3. **“Capacity Unit”** is a ratio of services consumed via the Cloud Service and is calculated as set forth in this Service Description Guide.
- 1.4. **“Capacity Units of Measure”** is a block used to measure consumption of a Capacity Service.
- 1.5. **“Capacity Unit Value”** is the numerical value assigned to a specific Cloud Service that, when multiplied by the number of used Capacity Units of Measure, results in the consumed Capacity Units.
- 1.6. **“Character”** is a character processed by the Cloud Service each month, including whitespace characters. Characters with multiple bytes are counted as a single character.
- 1.7. **“Compute Hour”** is 1 hour, or portion thereof, consumed by the Cloud Service to process 1 or several documents with a custom model.
- 1.8. **“Concurrent Session”** is the aggregated number of sessions accessing the Cloud Service at any one time. A session refers to the time between logon and logoff or time out where a unique user, application, bot or platform accesses the Cloud Service either directly, or indirectly via a custom application. Under the Concurrent Sessions Usage Metric fees are based on type of bot used. Bot executions may be of type attended, unattended, or development (trigger type = “blank”). Bot execution of the type development will not be counted as Concurrent Session.
- 1.9. **“Connection”** is a linkage between the Cloud Service and another system/technology.
- 1.10. **“Custom Domain”** is a domain requested and configured by Customer for Platform Applications, instead of the default SAP subdomain.
- 1.11. **“Document”** is a record of commercial transactional data managed via the Cloud Service.
- 1.12. **“Entitlements Package”** is a set of defined entitlements, as set forth in the respective Product Supplement, Service Description Guide or Service Use Description.
- 1.13. **“Flat Fee”** is a fixed fee for the Cloud Service
- 1.14. **“Form Request”** is a document processed by the Cloud Service each month. A Form Request is counted for each document with up to five pages. The number of Form Requests for a document created with more than 5 pages is calculated by dividing the total pages of the document by 5. If the result of calculation is not a whole number, the remainder shall be counted as a single Form Request. Form Requests for which a number of pages cannot be determined (e.g., digital signature request) are counted as a single Form Request.
- 1.15. **“Gigabyte”** or **“GB”** is the amount of capacity in the Cloud Service.
- 1.16. **“Job Execution”** is a job executed by the Cloud Service.
- 1.17. **“Logon Request”** is a single authentication request managed by the Cloud Service. Multiple authentication requests by the same user in a single day are counted as a single logon request. Logon Requests are measured monthly.
- 1.18. **“Model”** means trained machine learning models that are available as an engine for prediction and classification via the corresponding API endpoint. Models are measured hourly.
- 1.19. **“Record”** is each individual data object managed via the Cloud Service.
- 1.20. **“Resource”** is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service.
- 1.21. **“Site Visit”** is an individual visit (user session) to Customer’s SAP Portal service, by a User. Within a single Site Visit the User can browse an unlimited number of pages belonging to that site. Site Visits are measured monthly.
- 1.22. **“Task”** is an object stored by the Cloud Service. Tasks are measured by the peak quantity in storage monthly.
- 1.23. **“Tenant”** is a customer-specific instance of the Cloud Service.
- 1.24. **“Transaction”** is any message, job, action, response, and/or task processed via the Cloud Service.
- 1.25. **“User”** is any individual authorized to access the Cloud Service.

2. GENERAL

- 2.1. This Service Description Guide was last updated on June 4, 2024.
- 2.2. This Service Description Guide is incorporated by reference into the SAP Business Technology Platform Supplement. Any documents referenced herein are available upon request.

3. BUSINESS ENTITY RECOGNITION

- 3.1. The Usage Metric for the Cloud Service is Character and Model.
- 3.2. SLA: 99.7%.

4. DATA ATTRIBUTE RECOMMENDATION

- 4.1. The Usage Metric for the Cloud Service is Record and Model.
- 4.2. SLA: 99.7%.

5. DOCUMENT INFORMATION EXTRACTION

- 5.1. The Usage Metric for the Cloud Service is Document and Compute Hour. For a PDF and TIFF type of Document up to 3 pages are counted as 1 Document. If a PDF or TIFF type of Document consists of more than 3 pages, each additional 3 pages, or portion thereof, will be charged as an additional Document.
- 5.2. SLA: 99.7%.

6. DOCUMENT INFORMATION EXTRACTION, PREMIUM EDITION

- 6.1. The Usage Metric for the Cloud Service is Document. One Document can consist of maximum 1 page. If a Document consists of more than 1 page, each additional page will be charged as an additional Document. Customer may request extraction of a maximum of 50 fields per one Document. If Customer requests more than 50 fields, each additional 50 fields, or portion thereof, will be charged as an additional Document.
- 6.2. SLA: 99.7%
- 6.3. This Cloud Service includes AI technologies or features and therefore Section 10 of the BTP Supplement applies.

7. IDENTITY AUTHENTICATION

- 7.1. The Cloud Service is free of charge to log into:
 - (a) SAP solutions (on-premise and cloud) that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP; and
 - (b) Platform Applications provisioned on the SAP Business Technology Platform. A logon to third-party solutions requires a separate subscription to Identity Authentication for third-party applications.
- 7.2. 1 tenant is provided for productive usage. Customers can request a second non-productive tenant which will be provided upon request at no additional cost. Additional tenants beyond this must be purchased separately.
- 7.3. SLA: 99.95%.

8. IDENTITY AUTHENTICATION FOR THIRD-PARTY AND ON PREMISE

- 8.1. The Usage Metric for the Cloud Service is Logon Requests.
- 8.2. 1 tenant is provided for productive usage. Customers may request a second non-productive tenant which will be provided upon request at for no additional cost. Additional tenants beyond this must be purchased separately.
- 8.3. SLA: 99.95%.

9. IDENTITY AUTHENTICATION AND IDENTITY PROVISIONING, ADDITIONAL TENANT

- 9.1. The Usage Metric for the Cloud Service is Tenant.
- 9.2. SLA: 99.95%.

10. IDENTITY PROVISIONING

- 10.1. The Cloud Service is free of charge for provisioning users to:
 - (a) SAP solutions (on-premise and cloud) that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP, and
 - (b) Platform Applications provisioned on the SAP Business Technology Platform. This includes the integration to synchronize data from user stores.
- 10.2. 1 tenant is provided for productive usage. Customers may request a second non-productive tenant which will be provided upon request at for no additional cost. Additional tenants beyond this must be purchased separately.
- 10.3. SLA: 99.95%.

11. INTELLIGENT SITUATION AUTOMATION

- 11.1. The Usage Metric for the Cloud Service is Transaction.

12. INVOICE OBJECT RECOMMENDATION

- 12.1. The Usage Metric for the Cloud Service is Record. A machine learning inference call can contain multiple unique objects that are individually processed by the Cloud Service. Each object is counted as an individual Record.
- 12.2. SLA: 99.7%.

13. OBJECT STORE ON SAP BTP

- 13.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity is counted.
- 13.2. The Cloud Service is restricted to 100,000 requests of types PUT, COPY, POST, or LIST and 1,000,000 requests of type GET per block of 100 GB.
- 13.3. SLA: 99.95%.

14. PERSONALIZED RECOMMENDATION

- 14.1. The Usage Metric for the Cloud Service is Record and Model.
- 14.2. SLA: 99.7%

15. POSTGRESQL ON SAP BTP, HYPERSCALER OPTION

- 15.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity and storage capacity are counted.
- 15.2. A precondition to the applicability of SAP's SLA for customers hosted on Amazon Web Services data centers is that customers must run: a) the "Service Plan: High Availability", and b) 2 instances of either "Services Plan: Premium" or "Service Plan: Standard".
- 15.3. SLA: 99.95%.

16. REDIS ON SAP BTP, HYPERSCALER OPTION

- 16.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity is counted.

17. SAP AI CORE

- 17.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.

Services	Unit of Measure	Capacity Unit Value (number of CUs)
Starter Instance (Node Hours)	1 instance per hour	0.1952 CU
Basic Instance (Node Hours)	1 instance per hour	0.39 CU
Basic 8x Instance (Node Hours)	1 instance per hour	3.0627 CU
Infer-S Instance (Node Hours)	1 instance per hour	1.0268 CU
Infer-M Instance (Node Hours)	1 instance per hour	1.552 CU
Infer-L Instance (Node Hours)	1 instance per hour	2.4582 CU/
Train-L Instance (Node Hours)	1 instance per hour	5.5508 CU
Storage (GB Hours)	1 GB Storage per hour	0.0003 CU
Baseline (Tenant Hours)	1 Tenant per hour	1.2241 CU

- 17.2. For each active tenant hour where one of the compute or storage services is being utilized within a tenant, one Baseline Tenant Hour is automatically charged. If multiple services are used within the same hour, only one Baseline Tenant Hour will be charged.
- 17.3. SLA: 99.7%.

18. SAP AI CORE EXTENDED

- 18.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.

Services	Unit of Measure	Capacity Unit Value (number of CUs)
Starter Instance (Node Hours)	1 instance per hour	0.1952 CU
Basic Instance (Node Hours)	1 instance per hour	0.39 CU
Basic 8x Instance (Node Hours)	1 instance per hour	3.0627 CU
Infer-S Instance (Node Hours)	1 instance per hour	1.0268 CU

Infer-M Instance (Node Hours)	1 instance per hour	1.552 CU
Infer-L Instance (Node Hours)	1 instance per hour	2.4582 CU
Train-L Instance (Node Hours)	1 instance per hour	5.5508 CU
Storage (GB Hours)	1 GB Storage per hour	0.0003 CU
Baseline (Tenant Hours)	1 Tenant per hour	1.2241 CU
Generative AI Hub (GenAI Tokens)	1 GenAI Token	2.2404 CU

18.2. For each active tenant hour where one of the compute or storage services is being utilized within a tenant, one Baseline Tenant Hour is automatically charged. If multiple services are used within the same hour, only one Baseline Tenant Hour will be charged.

18.3. This Cloud Service includes AI technologies or features and therefore Section 10 of the BTP Supplement applies.

18.4. SLA: 99.7%.

19. SAP AI LAUNCHPAD

19.1. The Usage Metric for the Cloud Service is Tenant.

19.2. SAL: 99.7%.

20. SAP ALERT NOTIFICATION SERVICE FOR SAP BUSINESS TECHNOLOGY PLATFORM

20.1. The Usage Metric for the Cloud Service is API Call.

20.2. SLA: 99.95%.

21. SAP ANALYTICS CLOUD

21.1. The Cloud Service is subject to the “SAP Analytics Cloud Supplemental Terms and Conditions”, published on the SAP Agreements website, referenced in the Order Form, and is not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

22. SAP APPLICATION LOGGING SERVICE FOR SAP BUSINESS TECHNOLOGY PLATFORM

22.1. The Usage Metric for the Cloud Service is Tenant. For this Cloud Service, Tenants are metered for hourly usage.

22.2. Usage of the Cloud Service marked “standard” is limited to an ingestion rate of 250 megabytes per hour; maximum burst rate is 1000 kilobytes per second; data retention is for 7 days.

22.3. Usage of the Cloud Service marked “large” is limited to an ingestion rate of 1000 megabytes per hour; maximum burst rate is 2000 kilobytes per second; data retention is for 7 days.

23. SAP ASE SERVICE

23.1. The Usage Metric for the Cloud Service is Entitlements Package.

23.2. The SAP ASE database may only be used as a runtime database with the Cloud Service and Platform Applications. Customer may not use the SAP ASE database as a persistence data layer for any other solution.

23.3. Use of the Cloud Service instance must conform to sizing information in the Documentation.

23.4. Available Entitlement Package Sizes:

Size	X-Small	Small	Medium	Large	X-Large
Cores	1 cores	2 cores	4 cores	8 cores	16 cores
Memory	4 GB	8 GB	16 GB	32 GB	64 GB
Disk Space	40 GB	80 GB	160 GB	320 GB	640 GB
Bandwidth (out)	512 GB/month			1 TB / month	

24. SAP AUDIT LOG SERVICE, PREMIUM EDITION

24.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity and bandwidth capacity are counted.

25. SAP AUTOMATION PILOT

25.1. The Usage Metric for the Cloud Service is API Call.

25.2. SLA: 99.95%.

26. SAP BUILD APPS, ENTERPRISE EDITION, BASE PACKAGE

26.1. The Usage Metric for the Cloud Service is Entitlements Package.

26.2. The Entitlements Package includes:

- (a) 25 Active Users per month, and
- (b) 760 Capacity Units per month.

26.3. SLA: 99.7%.

27. SAP BUILD APPS, ENTERPRISE EDITION, ADVANCED USER

27.1. The Usage Metric for the Cloud Service is Active Users.

27.2. Each Active User includes:

- (a) 2 Capacity Units, and
- (b) 1 SAP Build Work Zone, standard edition license.

27.3. SLA: 99.7%

28. SAP BUILD APPS, ENTERPRISE EDITION, STANDARD USER

28.1. The Usage Metric for the Cloud Service is Active Users.

28.2. Each Active User includes 1 SAP Build Work Zone, standard edition license.

28.3. SLA: 99.7%

29. SAP BUILD APPS, ENTERPRISE EDITION, ADDITIONAL CAPACITY UNIT

29.1. The Usage Metric for the Cloud Service is Capacity Unit. For this Cloud Service, Capacity Units are counted monthly. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of 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 service.

Services	Unit of Measure	Capacity Unit Value (number of CUs)
Network Traffic	1 GB of bandwidth	0.18 CU
Storage	1 GB of storage	13.5 CU
Compute Unit	1 compute unit per hour	0.215 CU

29.1.1. A Compute Unit equals a minimum of 256MB working memory and 100 millicores vCPU for use by deployed cloud applications to execute cloud function workloads.

29.2. SLA: 99.7%

30. SAP BUILD CODE

30.1. The Usage Metric for the Cloud Service is Capacity Unit. For this Cloud Service, Capacity Units are counted monthly. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of 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 service.

Services	Unit of Measure	From	To	Capacity Unit Value (number of CUs)
Developer	1 Active User	1	*	35 CU
Build Code Runtime	1 GB of Memory	1	*	85 CU
Mobile	1 Resource	1	500	3.58 CU
		501	1000	3.25 CU
		1001	3000	2.70 CU
		3001	5000	2.51 CU
		5001	10000	2.42 CU
		10001	50000	1.83 CU
		50001	*	1.38 CU
Cloud Logging Dev Plan	1 Instance	1	*	95 CU

Document Management Application Plan	1000 API Calls	1	*	.5 CU
Document Management Repository	1 GB of Storage	1	*	2.35 CU

30.2. This Cloud Service includes AI technologies or features and therefore Section 10 of the BTP Supplement applies.

30.3. SLA: 99.95%

31. SAP BUILD PROCESS AUTOMATION

31.1. The Usage Metric for the Cloud Service is Active User, Connection, API Call and Gigabyte.

31.2. For Active User, an individual user, who may be both a Standard and Advanced user during a single month, will be charged for usage under both categories.

31.3. For Connection, the maximum number of sessions accessing the Cloud Service at any one time are counted. A session starts with a logon and ends with a logoff/timeout. Fees are based on type of bot used. Bot executions may be of type “attended”, “unattended”, or “development” (trigger type = “blank”). Bot execution of the type “development” will not be counted as a Connection.

31.4. For API Call, both inbound and outbound API Calls are counted.

31.5. For Gigabyte, storage capacity is counted.

31.6. Entitlements:

License	SAP Build Process Automation, standard	SAP Build Process Automation, advanced
API Call	1,000 per active user per month	5,000 per active user per month
GB of storage	.1 per active user per month	.5 per active user per month
SAP Build Work Zone, standard edition	1 per active user per month	1 per active user per month

32. SAP BUILD WORK ZONE, ADVANCED EDITION

32.1. The Usage Metric for the Cloud Service is Active User.

32.2. For this Cloud Service, “Authorized Users” is limited to include only individuals who are Customer’s employees or contractors.

33. SAP BUILD WORK ZONE, ADVANCED EDITION, EXTERNAL ACCESS OPTION

33.1. The Usage Metric for the Cloud Service is Connection.

33.2. For this Cloud Service, a Connection is an individual user session to the Customer’s site, by a user. Within a single Connection the user can browse an unlimited number of pages belonging to that site.

33.3. For this Cloud Service, “Authorized Users” excludes individuals who are Customer’s employees or contractors.

34. SAP BUILD WORK ZONE, STANDARD EDITION

34.1. The Usage Metric for the Cloud Service is Active User.

34.2. For this Cloud Service, “Authorized Users” is limited to include only individuals who are Customer’s employees or contractors.

34.3. SLA: 99.95%.

35. SAP BUILD WORK ZONE, STANDARD EDITION, EXTERNAL ACCESS OPTION

35.1. The Usage Metric for the Cloud Service is Connection.

35.2. For this Cloud Service, a Connection is an individual user session to the Customer’s site, by a user. Within a single Connection the user can browse an unlimited number of pages belonging to that site.

35.3. For this Cloud Services, “Authorized Users” excludes individuals who are Customer’s employees or contractors.

35.4. SLA: 99.95%.

36. SAP BUSINESS APPLICATION STUDIO

36.1. The Usage Metric for the Cloud Service is User.

36.2. The Cloud Service includes 10 development spaces per User and a maximum of 2 active development spaces per User at one time.

37. SAP BUSINESS TECHNOLOGY PLATFORM, ABAP ENVIRONMENT

37.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity is counted.

38. SAP BUSINESS TECHNOLOGY PLATFORM BANDWIDTH

38.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, bandwidth capacity is counted.

39. SAP BUSINESS TECHNOLOGY PLATFORM, CLOUD FOUNDRY RUNTIME

- 39.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity is counted.
- 39.2. Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer-supplied Buildpacks, with SAP Business Technology Platform, Cloud Foundry runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation.
- 39.3. The SLA for external connectivity to running applications and for outgoing connectivity from running applications is 99.95%. Prerequisite for the validity of this SLA is that applications are deployed with more than one application instance.

40. SAP BUSINESS TECHNOLOGY PLATFORM, JAVA SERVER

- 40.1. Java server means a virtualized hardware resource used by Java-based Platform Applications.
- 40.2. The Usage Metric for the Cloud Service is Tenant.
- 40.3. Available Tenant Sizes:

Size	x-small	Small	medium	Large
Cores	1	2	4	8
Memory (MB)	2,048	4,096	8,192	16,384

- 40.4. Preconditions to the SLA are:
 - (a) Java Platform Applications need to run with minimum 2 application processes/nodes, and
 - (b) Java Platform Applications need to have an availability check configured.

41. SAP BUSINESS TECHNOLOGY PLATFORM, KYMA RUNTIME

41.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.

Services	Unit of Measure	Capacity Unit Value (number of CUs)
Node	1 node per hour	0.24 CU
Storage	1 GB storage per hour	0.02 CU

- 41.2. Node: Means the number of nodes the Kyma runtime is using depending on Customer's workload. One node is sized with 2vCPUs, 8GB RAM.
- 41.3. Storage (GB): Storage is charged in 32GB steps, or disks.
- 41.4. Auto-scaled Nodes is restricted to up to 40 Nodes.
- 41.5. 2 Storage Disks are required for Persistent Volume Claim from 33GB to 64GB.
- 41.6. SLA: 99.95%.

42. SAP CLOUD ALM, MEMORY EXTENSION

42.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, memory capacity is counted.

43. SAP CLOUD LOGGING

43.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Units of Measure used during the hour is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that service.

Services	Unit of Measure	Capacity Unit Value (number of CUs)
Standard Foundation	1 instance per hour	0.4274 CU
Standard storage block (100Gi)	1 instance per hour	0.1288 CU
Standard ingest block (1.6 vCPU)	1 instance per hour	0.0260 CU

Standard otel ingest block (1.8Gi Memory)	1 instance per hour	0.0384 CU
Large Foundation	1 instance per hour	1.1479 CU
Large storage block (1024Gi)	1 instance per hour	0.7315 CU
Large ingest block (4 vCPU)	1 instance per hour	0.0644 CU
Large otel ingest block (3.6Gi Memory)	1 instance per hour	0.0735 CU
Dev Foundation	1 instance per hour	0.1301 CU

44. SAP CLOUD PORTAL SERVICE

- 44.1. The Usage Metric for the Cloud Service is User. Any Individual authorized to access a Platform Application built on this Cloud Service is counted.
- 44.2. SLA: 99.95%.
- 44.3. As a pre-requisite to using this Cloud Service, Customer shall have at least 1 SAP Portal administrator.
- 44.4. For this Cloud Service, "Authorized Users" is limited to include only individuals who are Customer's employees or contractors.
- 44.5. Each Cloud Service subscription also includes: 30 logons of SAP Identity Authentication per User, per month.

45. SAP CLOUD PORTAL SERVICE, CONSUMER EDITION

- 45.1. Usage Metric for the Cloud Service is Site Visits.
- 45.2. SLA: 99.95%.
- 45.3. As a pre-requisite to using this Cloud Service, Customer shall have at least 1 SAP Portal administrator.
- 45.4. For this Cloud Service, "Authorized Users" excludes individuals who are Customer's employees or contractors.

46. SAP CLOUD PORTAL SERVICE ADMINISTRATOR

- 46.1. The Usage Metric for the Cloud Service is User.
- 46.2. SLA: 99.95%.

47. SAP CLOUD TRANSPORT MANAGEMENT

- 47.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, bandwidth capacity is counted.
- 47.2. SLA: 99.95%.

48. SAP CONTINUOUS INTEGRATION AND DELIVERY

- 48.1. The Usage Metric for the Cloud Service is Compute Hour. For this Cloud Service, Compute Hours are defined as 1 hour, or portion thereof, consumed by a build running on a virtual machine with minimum 1.4 cores and 4GB RAM.

49. SAP CREDENTIAL STORE

- 49.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, Records mean credentials.
- 49.2. SLA: 99.95%.

50. SAP CUSTOM DOMAIN SERVICE

- 50.1. The Usage Metric for the Cloud Service is Custom Domain.

51. SAP DATA INTELLIGENCE, CLOUD EDITION

- 51.1. The Cloud Service is subject to the "SAP Data Intelligence, cloud edition Supplemental Terms and Conditions", published on the SAP Agreements website, referenced in the Order Form, and is not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

52. SAP DATA PRIVACY INTEGRATION

- 52.1. The Usage Metric for the Cloud Service is Tenant and Gigabyte. For this Cloud Service, storage capacity is counted.

53. SAP DATA QUALITY MANAGEMENT, MICROSERVICES FOR LOCATION DATA

- 53.1. This Cloud Service is subject to the "SAP Data Quality Management, microservices for location data Supplemental Terms and Conditions", published on the SAP Agreements website, referenced in the Order Form, and is not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

54. SAP DATA RETENTION MANAGER

- 54.1. The Usage Metric for the Cloud Service is Flat Fee.

55. SAP DATASPHERE AND SAP DATASPHERE, TEST TENANT

55.1. These Cloud Services are subject to the “SAP Datasphere and SAP Datasphere, Test Tenant Supplemental Terms and Conditions”, published on the SAP Agreements website, referenced in the Order Form, and are not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

56. SAP DOCUMENT MANAGEMENT SERVICE

56.1. The Usage Metric for the Cloud Service is API Call and/or Gigabyte. For this Cloud Service, storage capacity is counted.

56.2. SLA: 99.95%.

57. SAP DOCUMENT SERVICE

57.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, storage capacity is counted.

58. SAP EVENT BROKER FOR SAP CLOUD APPLICATIONS

58.1. The Usage Metric for the Cloud Service is Transaction. For this Cloud Service, messages, which are electronic communications exchanged with the Cloud Service, are counted. If a message is larger than 5 kilobytes, any amount exceeding 5 kilobytes will be charged as one additional message for each 5 kilobytes or portion thereof.

58.2. The Cloud Service includes usage of 75 blocks of Transactions per month at no charge.

58.3. SLA: 99.95%.

59. SAP EVENT MESH

59.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, bandwidth capacity is counted, and capacity is a measure of the total inbound and outbound data processed in the Cloud Service in a month.

59.2. SLA: 99.95%.

60. SAP FIORI CLOUD FOUNDATION

60.1. The Usage Metric for the Cloud Service is Flat Fee.

61. SAP FORMS SERVICE BY ADOBE

61.1. The Usage Metric for the Cloud Service is Form Request.

62. SAP HANA CLOUD

62.1. The Cloud Service is subject to the “SAP HANA Cloud Supplemental Terms and Conditions”, published on the SAP Agreements website, referenced in the Order Form, and is not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

63. SAP HANA SERVICE (SAP DC), ENTERPRISE EDITION

63.1. The Usage Metric for the Cloud Service is Entitlements Package.

63.2. Available Entitlement Package sizes where SAP is the provider of a data center:

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
Bandwidth	512 GB/Month		1 TB/Month		

63.3. Available Entitlement Package sizes where Microsoft Azure is the provider of a data center:

Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

64. SAP HANA SERVICE (SAP DC), STANDARD EDITION

64.1. The Usage Metric for the Cloud Service is Entitlements Package.

64.2. Available Entitlement Package sizes where SAP is the provider of a data center:

Size	64 GB	128 GB	256 GB	512 GB	1 TB
Cores	12 Cores	24 Cores	32 Cores	40 Cores	80 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB
Disk Space	640 GB	1280 GB	2560 GB	5120 GB	10 TB
Bandwidth	512 GB/Month		1 TB/Month		

64.3. Available Entitlement Package sizes where Microsoft Azure is the provider of a data center:

Size	256 GB	512 GB	1 TB	2 TB
Cores	32	64	64	128
HANA Memory	256 GB	512 GB	1 TB	2 TB
Disk Space	2.05 TB	2.56 TB	4.5 TB	8 TB
Bandwidth	512GB /Month	1TB /Month		

65. SAP HANA SPATIAL SERVICES

- 65.1. The Usage Metric for the Cloud Service is Transaction.
- 65.2. Publicly available geo reference data accessible through the Cloud Service may only be used in the context of the Cloud Service, and Customer is responsible for ensuring the accuracy and completeness of such data. SAP is not responsible for any harm caused by such data.
- 65.3. Caching or storing any location data for the purpose of building a repository of location assets or scaling one request to serve multiple end users is prohibited. However, storing or caching for no more than 30 days only to the extent necessary for enabling or improving an end user's use of SAP HANA spatial services is allowed.

66. SAP INTEGRATION, DI EDITION

- 66.1. The Usage Metric for the Cloud Service is Tenant.
- 66.2. Each Tenant includes 3 Connections and 10 GB of bandwidth (outgoing) per month.
- 66.3. Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.
- 66.4. SAP shall make available for download by Customer the SAP Integration- Data Services Agent (the **"Integration Component"**) which is the prerequisite for integration of SAP cloud solutions with SAP on-premise solutions. The use of the Integration Component is limited to use with the Cloud Service. The Integration Component may not be modified or altered in any way except by SAP. Customer shall utilize the most current version of the Integration Component made available by SAP.

67. SAP INTEGRATION, PI EDITION

- 67.1. The Usage Metric for the Cloud Service is Tenant.
- 67.2. Each Tenant includes 3 Connections and 10 GB of bandwidth (outgoing) per month.

68. SAP INTEGRATION, ADDITIONAL CONNECTIONS

- 68.1. The Usage Metric for the Cloud Service is Connection. For this Cloud Service, Connection is an association between two unique end points via the Cloud Service. A unique end point is a combination of the IP address and the port. Non-production connections shall not be counted for purposes of determining the number of Connections.

69. SAP INTEGRATION SUITE, BASIC EDITION

- 69.1. The Usage Metric for the Cloud Service is Tenant and Transaction. For Transactions, messages are counted monthly. Messages are electronic communications exchanged with the Cloud Service. If a message is larger than 250 kilobytes, any amount in excess of 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof. Each Tenant includes 10,000 messages per month.
- 69.2. SAP may use Customer-created integration content only (**"Customer Integration Content"**) to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.

70. SAP INTEGRATION SUITE, STANDARD EDITION

- 70.1. The Usage Metric for the Cloud Service is Tenant and Transaction. For Transactions, messages are counted monthly. Messages are electronic communications exchanged with the Cloud Service. If a message is larger

than 250 kilobytes, any amount over 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof. Each Tenant includes 10,000 messages per month, and 1 tenant of SAP Integration Suite, edge integration cell.

- 70.2. Applicable for Integration Advisor capability of the Cloud Service: SAP will use the Integration Advisor specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other Customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other Customers as part of the index. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not to add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor and SAP may continue to make such integration content available to other customers.
- 70.3. Applicable for Integration Assessment capability of the Cloud Service: This tool is designed to help organizations identify the integration technology for an integration scenario with the best fit to the specified requirements. The recommendations provided are for informational purposes only and are based upon the information Customer provides and SAP's experience in assisting organizations regarding SAP integration technologies. SAP does not represent or endorse the accuracy or reliability of any information provided by the SAP Integration Assessment service. Customer is entirely responsible for any content that Customer customizes and/or creates using the integration assessment service and Customer is solely responsible for making Customer's own independent assessment of the recommendations and results and for any use of SAP's and non-SAP integration products or services.
- 70.4. SAP may use Customer-created integration content only ("**Customer Integration Content**") to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.
- 70.5. SLA: 99.95%.

71. **SAP INTEGRATION SUITE, PREMIUM EDITION**

- 71.1. The Usage Metric for the Cloud Service is Entitlements Package.
- 71.2. The Entitlements Package includes:
- (a) 4 Tenants,
 - (b) 10,000,000 messages per month,
 - (c) 4 tenants of SAP Integration Suite, edge integration cell,
 - (d) SAP Transport Management, and
 - (e) SAP Alert Notification.
- 71.3. Applicable for Integration Advisor capability of the Cloud Service: SAP will use the Integration Advisor specific integration content developed by Customer in whole or in part to build an index that will be used to make suggestions to other Customers of the Cloud Service to help accelerate their integration content development process. Any information that could be used to identify Customer as the supplier of this content will be removed before being shared with other Customers as part of the index. Customer may use indexed integration content solely for the purpose of accelerating Customer's integration content development. In addition, SAP may perform technical quality assurance and consistency checks on the content Customer provides. SAP may choose not to add or remove Customer's content from the database. Customer is responsible for ensuring the correctness and quality of the suggestions and created integration content by other customers. In case of termination of the Agreement, all anonymized and indexed integration content will remain on the index server of the Integration Advisor and SAP may continue to make such integration content available to other customers.
- 71.4. Applicable for Integration Assessment capability of the Cloud Service: This tool is designed to help organizations identify the integration technology for an integration scenario with the best fit to the specified requirements. The recommendations provided are for informational purposes only and are based upon the information Customer provides and SAP's experience in assisting organizations regarding SAP integration technologies. SAP does not represent or endorse the accuracy or reliability of any information provided by the SAP Integration Assessment service. Customer is entirely responsible for any content that Customer customizes and/or creates using the integration assessment service and Customer is solely responsible for making Customer's own independent assessment of the recommendations and results and for any use of SAP's and non-SAP integration products or services.
- 71.5. SAP may use Customer-created integration content only ("**Customer Integration Content**") to train machine learning algorithms included in the Cloud Service for purposes of improving the user experience and for making suggestions for integration tooling Customer may create in the Cloud Service. All Customer Integration

Content will be used in a manner that does not allow for the identification of Customer as the provider of such content. Customer is responsible for ensuring the correctness and quality of the suggestions made by the Cloud Service. In case of termination of the Agreement, all anonymized Customer Integration Content will remain on the SAP server of the Cloud Service and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.

71.6. SAP Cloud Platform Transport Management Service and SAP Cloud Platform Alert Notification Service may only be used in conjunction with the Cloud Service and may not for any other Cloud Services or software.

71.7. SLA: 99.95%.

72. SAP INTEGRATION SUITE, PREMIUM EDITION, ADDITIONAL INSTANCE

72.1. The Usage Metric for the Cloud Service is Tenant. Each Tenant includes 1 tenant of SAP Integration Suite, edge integration cell.

72.2. SLA: 99.95%

73. SAP INTEGRATION SUITE, ADDITIONAL MESSAGES

73.1. The Usage Metric for the Cloud Service is Transaction. For this Cloud Service, messages are counted monthly. Messages are electronic communications exchanged with the Cloud Service of the following types.

73.2. An “integration message” is a message processed through Cloud Integration, API Management or Open Connectors capabilities of SAP Integration Suite. If an integration message is larger than 250 kilobytes, any amount in excess of 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof.

73.3. An “edge message” is a message processed through the edge integration cell capability of SAP Integration Suite. If an edge message is larger than 250 kilobytes, any amount in excess of 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof. 2 edge messages are counted as 1 Transaction.

73.4. An “event message” is a message processed through the Event Mesh capability of SAP Integration Suite. If an event message is larger than 250 kilobytes, any amount in excess of 250 kilobytes will be charged as one additional message for each 250 kilobytes or portion thereof. 100 event messages are counted as 1 transaction.

74. SAP INTEGRATION SUITE, EDGE INTEGRATION CELL, ADDITIONAL TENANT

74.1. The Usage Metric for the Cloud Service is Tenant.

75. SAP INTEGRATION SUITE, ADVANCED EVENT MESH

75.1. The Usage Metric for the Cloud Service is Tenant.

76. SAP JOB SCHEDULING SERVICE

76.1. The Usage Metric for the Cloud Service is Job Execution.

76.2. SLA: 99.95%.

77. SAP MARKET RATES MANAGEMENT

The Cloud Service is subject to the “SAP Market Rates Management Supplemental Terms and Conditions”, published on the SAP Agreements website, referenced in the Order Form, and are not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

78. SAP MASTER DATA INTEGRATION

78.1. The Usage Metric for the Cloud Service is Gigabyte. For this Cloud Service, bandwidth capacity and storage capacity are counted.

78.2. The Cloud Service is free for usage from SAP-branded cloud applications.

78.3. SLA: 99.95%.

79. SAP MOBILE SERVICES

79.1. The Usage Metric for the Cloud Service is Users or Resources. For this Cloud Service, any individual authorized to access a Platform Application built on this Cloud Service is counted as a User.

79.2. SLA: 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.

80. SAP MOBILE SERVICES, CONSUMER EDITION

80.1. The Usage Metric for the Cloud Service is Resource. For this Cloud Service, Resources include only individual consumers of Customer’s products or services.

80.2. SLA: 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.

81. SAP PERSONAL DATA MANAGER

81.1. The Usage Metric for the Cloud Service is Tenant.

82. SAP PRINT SERVICE

82.1. The Usage Metric for the Cloud Service is Document. For this Cloud Service, the size of the documents are counted; 1 Document is up to 250KB, each additional 250KB or portion thereto if less than 250KB, will be charged as an additional Document.

83. SAP PRIVATE LINK SERVICE

83.1. The Usage Metric for the Cloud Service is Tenant and Gigabyte. For this Cloud Service, bandwidth capacity is counted.

84. SAP RESPONSIBILITY MANAGEMENT SERVICE

84.1. The Usage Metric for the Cloud Service is API Call.

85. SAP S/4HANA CLOUD FOR INTELLIGENT INTERCOMPANY RECONCILIATION

85.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, Record is a line-item in the input to the reconciliation process.

86. SAP START

86.1. The Usage Metric for the Cloud Service is Active User.

86.2. For this Cloud Service, usage is limited to 1,000 Active Users per month. Additional Active User capacity must be licensed under SAP Build Work Zone, standard edition.

87. SAP TASK CENTER

87.1. The Usage Metric for the Cloud Service is Task.

87.2. The Cloud Service is free of charge to store Tasks from:

- (a) SAP-branded cloud applications that are offered on an official SAP pricelist and are licensed under an agreement between Customer and SAP; and
- (b) Platform Applications provisioned on the SAP Business Technology Platform.

88. SAP TRANSLATION HUB

88.1. The Cloud Service is subject to the "SAP Translation Hub Supplemental Terms and Conditions", published on the SAP Agreements website, referenced in the Order Form, and are not subject to the SAP Business Technology Platform Supplemental Terms and Conditions or this Service Description Guide.

89. SAP WEB ANALYTICS

89.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, Records are generated by a user interaction with a web application. Each action on a web application generates a separate Record that is counted.

90. SAP WEB IDE

90.1. The Usage Metric for the Cloud Service is User.

90.2. The Cloud Service includes the following:

- (a) SAP Cloud Platform Document service: 5 GB per block of 5 Users, and
- (b) SAP Cloud Platform, bandwidth: 5 GB/month per block of 5 Users.

91. UI5 FLEXIBILITY FOR KEY USERS

91.1. The Usage Metric for the Cloud Service is User. Any individual authorized to access a Platform Application built on this Cloud Service is counted.