**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 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 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 August 17, 2026.

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. DATA ATTRIBUTE RECOMMENDATION**

3.1. The Usage Metric for the Cloud Service is Record and Model.

3.2. SLA: 99.7%.

**4. DATA SPACE INTEGRATION PACKAGE**

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

**5. IDENTITY AUTHENTICATION**

5.1. 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.

5.2. 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.

5.3. SLA: 99.95%.

**6. IDENTITY AUTHENTICATION FOR THIRD-PARTY AND ON PREMISE**

6.1. The Usage Metric for the Cloud Service is Logon Request.

6.2. 1 tenant is provided for productive usage. Customers may request a second non-productive tenant which will be provided upon request at no additional cost. Additional tenants beyond this must be purchased separately.

6.3. SLA: 99.95%.

**7. IDENTITY AUTHENTICATION AND IDENTITY PROVISIONING, ADDITIONAL TENANT**

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

7.2. SLA: 99.95%.

**8. IDENTITY PROVISIONING**

8.1. 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.

8.2. 1 tenant is provided for productive usage. Customers may request a second non-productive tenant which will be provided upon request at no additional cost. Additional tenants beyond this must be purchased separately.

8.3. SLA: 99.95%.

**9. IDENTITY PROVISIONING, ADD-ON FOR THIRD PARTY APPLICATIONS**

9.1. The Usage Metric for the Cloud Service is User. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted.

9.2. 1 tenant is provided for productive usage. Customers may request a second non-productive tenant which will be provided upon request at no additional cost. Additional tenants beyond this must be purchased separately.

9.3. SLA: 99.95%.

**10. INTELLIGENT SITUATION AUTOMATION**

10.1. The Usage Metric for the Cloud Service is Transaction.

**11. OBJECT STORE ON SAP BTP**

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

11.2. 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.

11.3. SLA: 99.95%.

**12. PERSONALIZED RECOMMENDATION**

12.1. The Usage Metric for the Cloud Service is Record and Model.

12.2. SLA: 99.7%

**13. POSTGRESQL ON SAP BTP, HYPERSCALER OPTION**

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

13.2. 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".

13.3. SLA: 99.95%.

**14. REDIS ON SAP BTP, HYPERSCALER OPTION**

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

**15. SAP AI CORE**

15.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Capacity 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 | Capacity Units 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 |

15.2. 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.

15.3. SLA: 99.7%.

**16. SAP AI CORE EXTENDED**

16.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Capacity 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 | Capacity Units 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 |
| Compute (Node Hours) | 1 hour per compute | 1 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 | 1.9038 CU |
| Grounding (Data Indexed) | 1 GB indexed per day | 0.2056 CU |
| Inference Observability | 1 Data Volume per day | 1 CU |

16.2. 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.

16.3. This Cloud Service includes AI technologies or features and therefore Section 11 of the BTP Supplement applies.

16.4. Technical specifications for SAP AI Core Compute Services and a list of all available LLMs can be found at https://me.sap.com/notes/3660109 and https://me.sap.com/notes/3437766; and Inference Observability specifications can be found at https://me.sap.com/notes/3720903.

16.5. SLA: 99.7%.

**17. SAP AI LAUNCHPAD**

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

17.2. SAL: 99.7%.

**18. SAP ALERT NOTIFICATION SERVICE FOR SAP BTP**

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

18.2. SLA: 99.95%.

**19. SAP ANALYTICS CLOUD**

19.1. 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.

**20. SAP ASE SERVICE**

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

20.2. 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.

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

20.4. Available Entitlement Package Sizes:

| **Size** | **X-Small** | **Small** | **Medium** | **Large** | **X-Large** |
|---|---|---|---|---|---|
| Cores | 1 core | 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 | |

**21. SAP AUDIT LOG SERVICE, PREMIUM EDITION**

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

**22. SAP AUTOMATION PILOT**

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

22.2. SLA: 99.95%.

**23. SAP BUILD APPS, ENTERPRISE EDITION, BASE PACKAGE**

23.1. The Usage Metric for the Cloud Service is Entitlements Package, Active Users and Capacity Units.

23.2. The Entitlements Package includes:

(a) 25 Active Users per month, and

(b) 760 Capacity Units per month.

23.3. SLA: 99.7%.

**24. SAP BUILD APPS, ENTERPRISE EDITION, ADVANCED USER**

24.1. The Usage Metric for the Cloud Service is Active User and Capacity Unit.

24.2. Each Active User includes:

(a) 2 Capacity Units, and

(b) 1 SAP Build Work Zone, standard edition license.

24.3. SLA: 99.7%

**25. SAP BUILD APPS, ENTERPRISE EDITION, STANDARD USER**

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

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

25.3. SLA: 99.7%

**26. SAP BUILD APPS, ENTEPRISE EDITION, ADDITIONAL CAPACITY UNIT**

26.1. 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 Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a 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 service.

| Services | Capacity Units 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 |

26.1.1. 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.

26.2. SLA: 99.7%

**27. SAP BUILD BASE USER**

27.1. The Usage Metric for the Cloud Service is Active User, Record, and API Call.

27.2. Each Active User includes 20 SAP Task Center, additional tasks Records per month. Each Active User includes 1000 API Calls and .1 GB of storage for process automation functionality.

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

**28. SAP BUILD PREMIUM USER**

28.1. The Usage Metric for the Cloud Service is Active User, Record and API Call.

28.2. Each Active User includes 20 SAP Task Center, additional tasks Records per month. Each Active User includes 5000 API Calls and .5 GB of storage for process automation functionality.

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

**29. SAP BUILD DEVELOPER**

29.1. The Usage Metric for the Cloud Service is Active User, Record and API Call.

29.2. Each Active User includes 20 SAP Task Center, additional tasks Records per month. Each Active User includes 5000 API Calls and .5 GB of storage for process automation functionality. Each Active User includes 10 development spaces and a maximum of 2 active development spaces per Active User at one time,

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

**30. SAP BUILD RUNTIME**

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 Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a 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 service.

| Services | Capacity Units of Measure | Capacity Unit Value (number of CUs) |
|---|---|---|
| Cloud Foundry | 1 GB of Memory per hour | 0.11644 CU |
| ABAP runtime | 16 GB of Memory per hour | 1.923 CU |
| ABAP persistence | 16 GB of Memory per hour | 0.549 CU |
| Document Management Application Plan | 1000 API Calls | 0.54 CU |
| Document Management Storage | 50 GB of Storage per day | 4.1 CU |
| Kyma Node | 1 node per hour | 0.29 CU |

| | | |
|---|---|---|
| Kyma Storage | 32 GB storage per hour | 0.02 CU |
| Continuous Integration & Delivery | 1 Compute hour | 2.7 CU |
| Transport Management | 1 GB bandwidth | 18 CU |
| Alert Notification | 1 API Call | 0.00125 CU |

30.2. Kyma Node: Means the number of nodes the Kyma runtime is using depending on Customer's workload. One node is sized as the equivalent of 2vCPUs, 8GB RAM.

30.3. Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer-supplied Buildpacks, with Cloud Foundry. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation.

30.4. For Cloud Foundry, 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.

30.5. For Continuous Integration & Delivery, 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.

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

**31. SAP BUILD CODE**

31.1. 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 Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a 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 service.

| **Services** | **Capacity Units 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 Storage | 1 GB of Storage | 1 | * | 2.35 CU |

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

31.3. SLA: 99.95%

**32. SAP BUILD PROCESS AUTOMATION**

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

32.2. 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.

32.3. 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.

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

32.5. For Gigabyte, storage capacity is counted.

32.6. 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 |

**33. SAP BUILD PROCESS AUTOMATION ADD-ONS BY UIPATH**

33.1. This Section of the Service Description Guide shall apply to each of the Sections below that include add-ons provided by UiPath.

33.2. SAP’s third-party providers UiPath, Inc. and UiPath SRL and their Affiliates (“UiPath”) may process data, technical information, usage, and telemetry from the add-on(s), listed in Sections 33 – 36 below, and any use thereof, to make available and provide platform features (including by training models), perform its obligations under its agreement with SAP, create indices, offer support, provide bug fixes, run systems diagnostics, and monitor error and performance.

33.3. SAP Build Process Automation add-ons by UiPath include AI technologies or features and therefore Section 10 of the BTP Supplement applies.

**34. SAP BUILD PROCESS AUTOMATION, DEVELOPER ADD-ON BY UIPATH**

34.1. The Usage Metric for SAP Build Process Automation, developer add-on by UiPath (the “add-on”) is User.

34.2. Each User must also be an Active User of SAP Build Process Automation, advanced or SAP Build, Developer.

**35. SAP BUILD PROCESS AUTOMATION, DOCUMENT UNDERSTANDING ADD-ON BY UIPATH**

35.1. The Usage Metric for SAP Build Process Automation, document understanding add-on by UiPath (the “add-on”) is Capacity Unit and is counted yearly.

35.2. Each service specified below has a corresponding Capacity Units of Measure and Capacity Unit Value per year. To calculate the number of Capacity Units of Measure consumed through use of a Capacity Service, the total amount of Capacity Units of Measure used during the year 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 year. Unused Capacity Units may not be carried over into any subsequent year.

> Calculation example: "Document Understanding with Generative Validation" Capacity Service, if 5000 pages of a document were consumed in one year, the resulting consumption would be 10,000 Capacity Units (i.e., 5000 pages x 2 Capacity Unit Value = 10,000 Capacity Units).

| **Capacity Services** | **Capacity Units of Measure** | **Capacity Unit Value (number of CUs)** |
|---|---|---|
| Document Understanding | 1 Document (one page of any file type, eg: PDF, Word, Email, etc., is equal to 1 Document) | 1.00 |
| Document Understanding with Generative Validation | 1 Document (one page of any file type, eg: PDF, Word, Email, etc., is equal to 1 Document) | 2.00 |
| Integration Service GenAI Activities | 1 Activity Execution | 1.00 |
| Integration Service genAI activities with context grounding | 1 Activity Execution | 1.00 |

| | | |
|---|---|---|
| UI Automation Semantic Activities | 1 Activity Execution | 1.00 |
| Intelligent Xtraction and Processing: Communication Mining (message uploaded) | 1 Message Uploaded | 1.00 |
| Intelligent Xtraction and Processing -Communications Mining (message modified) | 1 Message Modified | 1.00 |
| Intelligent Xtraction and Processing - Communications Mining (message predicted) | 1 Message Predicted | 1.00 |
| Intelligent Xtraction and Processing -Generative Extraction of unstructured and complex documents | 1 Document (one page) | 1.00 |

**36. SAP BUILD PROCESS AUTOMATION, FOUNDATION ADD-ON BY UIPATH**

36.1. The Usage Metric for SAP Build Process Automation, foundation add-on by UiPath (the "add-on") is Tenant.

**37. SAP BUILD PROCESS AUTOMATION, UNATTENDED AUTOMATION ADD-ON BY UIPATH**

37.1. The Usage Metric SAP Build Process Automation, unattended automation add-on by UiPath (the "add-on") is Connection. For this add-on, the maximum number of sessions accessing the add-on at any one time are counted as Connections. A session starts with a logon and ends with a logoff/ time-out.

**38. SAP BUILD WORK ZONE, ADVANCED EDITION**

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

38.2. For this Cloud Service, "Authorized Users" is limited to include only individuals who are Customer's employees or contractors**.**

38.3. Each Active User includes 20 SAP Task Center, additional tasks Records per month.

**39. SAP BUILD WORK ZONE, ADVANCED EDITION, EXTERNAL ACCESS OPTION**

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

39.2. 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.

39.3. For this Cloud Service, "Authorized Users" excludes individuals who are Customer's employees or contractors.

39.4. Each block of 100 Connections includes 20 SAP Task Center, additional tasks Records per month.

**40. SAP BUILD WORK ZONE, STANDARD EDITION**

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

40.2. For this Cloud Service, "Authorized Users" is limited to include only individuals who are Customer's employees or contractors.

40.3. Each Active User includes 20 SAP Task Center, additional tasks Records per month.

40.4. SLA: 99.95%.

**41. SAP BUILD WORK ZONE, STANDARD EDITION, EXTERNAL ACCESS OPTION**

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

41.2. 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.

41.3. For this Cloud Service "Authorized Users" excludes individuals who are Customer's employees or contractors.

41.4. Each block of 100 Connections includes 20 SAP Task Center, additional tasks Records per month.

41.5. SLA: 99.95%.

**42. SAP BUSINESS APPLICATION STUDIO**

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

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

**43. SAP BTP, ABAP ENVIRONMENT**

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

**44. SAP BTP, CLOUD FOUNDRY RUNTIME**

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

44.2. Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer-supplied Buildpacks, with SAP BTP, Cloud Foundry runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation.

44.3. 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.

**45. SAP BTP, JAVA SERVER**

45.1. Java server means a virtualized hardware resource used by Java-based Platform Applications.

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

45.3. Available Tenant Sizes:

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

45.4. 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.

**46. SAP BTP, KYMA RUNTIME**

46.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Capacity 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** | **Capacity Units 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 |

46.2. Node: Means the number of nodes the Kyma runtime is using depending on Customer's workload. One node is sized with 2vCPUs, 8GB RAM.

46.3. Storage (GB): Storage is charged in 32GB steps, or disks.

46.4. Auto-scaled Nodes is restricted to up to 40 Nodes.

46.5. 2 Storage Disks are required for Persistent Volume Claim from 33GB to 64GB.

46.6. SLA: 99.95%.

**47. SAP CLOUD APPLICATION EVENT HUB**

47.1. 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.

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

47.3. SLA: 99.95%.

**48. SAP CLOUD LOGGING**

48.1. The Usage Metric for the Cloud Service is Capacity Unit per month. Each service specified below has a corresponding Capacity Units of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of a service, the total amount of Capacity 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** | **Capacity Units 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 |

**49. SAP CLOUD PORTAL SERVICE**

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

49.2. SLA: 99.95%.

49.3. As a pre-requisite to using this Cloud Service, Customer shall have at least 1 SAP Portal administrator.

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

49.5. Each Cloud Service subscription also includes 30 logons of SAP Identity Authentication per User, per month.

**50. SAP CLOUD PORTAL SERVICE, CONSUMER EDITION**

50.1. The Usage Metric for the Cloud Service is Site Visits.

50.2. SLA: 99.95%.

50.3. As a pre-requisite to using this Cloud Service, Customer must have at least 1 SAP Portal administrator.

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

**51. SAP CLOUD PORTAL SERVICE ADMINISTRATOR**

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

51.2. SLA: 99.95%.

**52. SAP CLOUD TRANSPORT MANAGEMENT**

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

52.2. SLA: 99.95%.

**53. SAP CONTINUOUS INTEGRATION AND DELIVERY**

53.1. 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.

**54. SAP CREDENTIAL STORE**

54.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, Records mean credentials.

54.2. SLA: 99.95%.

**55. SAP CUSTOM DOMAIN SERVICE**

55.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, activated server certificates configured by Customer for Platform Applications are counted.

**56. SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C CORE**

56.1. The Cloud Service is subject to the “SAP Customer Identity and Access Management for B2C Core 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.

**57. SAP DATA PRIVACY INTEGRATION**

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

**58. SAP DATA QUALITY MANAGEMENT, MICROSERVICES FOR LOCATION DATA**

58.1. The Usage Metric for the Cloud Service is API Call. For this Cloud Service, all service requests that return cleansed or enriched results, are counted. All API Calls made in both non-production and production environments of the Cloud Service are counted for determining the total number of API Calls.

58.2. The terms of the Exhibit 5 “Pass Through Terms for Directories” of SAP Software Use Rights (English), published at Product Use & Support Terms | Agreements | SAP Trust Center, apply to Customer’s use of the Cloud Service.

**59. SAP DATA RETENTION MANAGER**

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

**60. SAP DOCUMENT AI**

60.1. 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.

60.2. SLA: 99.7%.

**61. SAP DOCUMENT AI, PREMIUM EDITION**

The Usage Metrics for the Cloud Service are Document, Request and User.

61.1. Document: For this Cloud Service, a 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.

61.2. Request: one Request equals up to 50 executions of a) inbound channel (e.g. reading from an email inbox),b) outbound channel (e.g. notifications sent to target systems), c) workflows, or any permutation of the three up to 50 executions, per day.

61.3. User: one User equals one User per month. For this Cloud Service, a User is any individual who is assigned to one or more administrator authorization policies of the Cloud Service, or, up to 100GB of consumed storage in SAP Document AI, premium edition. Each User with administrator policies increases the storage by 100GB. If storage is used without any User with administrator policies, each 100GB of storage, or portion thereof, will be charged as one User.

61.4. SLA: 99.7%

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

**62. SAP DOCUMENT MANAGEMENT SERVICE**

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

62.2. SLA: 99.95%.

**63. SAP DOCUMENT SERVICE**

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

**64. SAP EVENT MESH**

64.1. 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.

64.2. SLA: 99.95%.

**65. SAP FIORI CLOUD FOUNDATION**

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

**66. SAP FORMS SERVICE BY ADOBE**

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

**67. SAP HANA CLOUD**

67.1. 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.

**68. SAP HANA SERVICE FOR SAP BTP ENTERPRISE EDITION**

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

68.2. 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 | | |

68.3. 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 | | |

**69. SAP HANA SERVICE FOR SAP BTP**

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

69.2. 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 | | |

69.3. 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 | | |

**70. SAP HANA SPATIAL SERVICES**

70.1. The Usage Metric for the Cloud Service is Transaction.

70.2. 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.

70.3. 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.

**71. SAP INTEGRATION, ADDITIONAL CONNECTIONS**

71.1. 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.

**72. SAP INTEGRATION, PI EDITION**

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

72.2. Each Tenant includes 3 Connections and 10 GB of bandwidth (outgoing) per month.

**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, Open Connectors or OData Provisioning 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, ADVANCED EVENT MESH**

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

**75. SAP INTEGRATION SUITE, ADVANCED EVENT MESH, EVENT ADD ON FOR ERP**

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

**76. SAP INTEGRATION SUITE, API AND EVENTS EDITION**

76.1. The Usage Metric for the Cloud Service is Tenant. Each Tenant includes 10,000 Transactions of SAP Integration Suite Messages per month.

**77. SAP INTEGRATION SUITE, BASIC EDITION**

77.1. The Usage Metric for the Cloud Service is Tenant. Each Tenant includes 10,000 Transactions of SAP Integration Suite Messages per month.

**78. SAP INTEGRATION SUITE, EDGE INTEGRATION CELL, ADDITIONAL TENANT**

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

78.2. Customers that have licensed SAP HANA, runtime edition for applications and SAP licensed by HANA SAP Application Value ("HANA REAB") under an Order Form for SAP On Premise Software and Support ("HANA REAB On Premise Terms") may additionally use HANA REAB as a runtime database for Edge Integration Cell on SAP Integration Suite. The use of HANA REAB is subject to the HANA REAB On Premise Terms, where SAP Integration Suite, edge integration cell treated like any other HANA REAB Supported Software as defined in the SAP Software Use Rights.

**79. SAP INTEGRATION SUITE, ENHANCED EDITION**

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

79.2. Each Tenant includes:

(a) 500,000 Transactions of SAP Integration Suite Messages per month,

(b) 1 Tenant of SAP Integration Suite, edge integration cell, additional tenant,

(c) 1 User and 100 Documents of SAP Document AI, Premium edition per month,

(d) 100,000 API Calls of SAP Alert Notification Service for SAP BTP per month,

(e) 25 GB of SAP Cloud Transport Management per month

79.3. In addition, Customer is granted 1 Tenant of SAP Integration Suite, advanced event mesh, 100 per global account.

79.4. SLA: 99.95%.

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

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

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

80.2. The Entitlements Package includes:

(a) 4 Tenants,

(b) 10,000,000 Transactions of SAP Integration Suite Messages per month,

(c) 4 tenants of SAP Integration Suite, edge integration cell, additional tenant,

(d) SAP Cloud Transport Management, and

(e) SAP Alert Notification Service for SAP BTP.

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

80.4. Embedded Launch Activities are included for a first-time subscription of this Cloud Service as specified in the corresponding SAP Integration Suite Embedded Launch Activities Specifications Documentation, accessible at https://www.sap.com/about/agreements/policies.html.

80.5. SLA: 99.95%.

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

**81. SAP INTEGRATION SUITE, PREMIUM EDITION, ADDITIONAL INSTANCE**

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

81.2. SLA: 99.95%.

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

**82. SAP INTEGRATION SUITE, STANDARD EDITION**

82.1. The Usage Metric for the Cloud Service is Tenant. Each Tenant includes 10,000 Transactions of SAP Integration Suite Messages per month, and 1 tenant of SAP Integration Suite, edge integration cell, additional tenant.

82.2. Embedded Launch Activities are included for a first-time subscription of this Cloud Service as specified in the corresponding SAP Integration Suite Embedded Launch Activities Specifications Documentation, accessible at https://www.sap.com/about/agreements/policies.html.

82.3. SLA: 99.95%.

**83. SAP INTEGRATION SUITE, STARTER EDITION**

83.1. The Usage Metric for the Cloud Service is Tenant. Each Tenant includes 50,000 Transactions of SAP Integration Suite Messages per months.

83.2. SLA: 99.95%.

**84. SAP JOB SCHEDULING SERVICE**

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

84.2. SLA: 99.95%.

**85. 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.

**86. SAP MASTER DATA INTEGRATION**

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

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

86.3. SLA: 99.95%.

**87. SAP MOBILE SERVICES**

87.1. 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.

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

**88. SAP MOBILE SERVICES, CONSUMER EDITION**

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

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

**89. SAP PERSONAL DATA MANAGER**

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

**90. SAP PRINT SERVICE**

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

**91. SAP PRIVATE LINK SERVICE**

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

**92. SAP RESPONSIBILITY MANAGEMENT SERVICE**

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

**93. SAP START**

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

93.2. 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. Each Active User includes 20 SAP Task Center, additional tasks Records per month.

**94. SAP TASK CENTER, ADDITIONAL TASKS**

94.1. The Usage Metric for the Cloud Service is Record. For this Cloud Service, tasks are counted.

**95. SAP TRANSLATION HUB**

95.1. 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.

**96. SAP WEB IDE**

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

96.2. The Cloud Service includes the following:

(a) SAP Document service: 5 GB per block of 5 Users, and

(b) 5 GB/month of bandwidth per block of 5 Users.

**97. UI5 FLEXIBILITY FOR KEY USERS**

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