SAP Service Description
SAP 服務說明

Innovative Business Solutions Development Support Services on Cloud
Innovative Business Solutions 雲端開發支援服務之 SAP 服務說明

SAP is offering Innovative Business Solutions Development Support Services on Cloud ("Development Support Services on Cloud") for Features which have been developed and delivered by SAP under Innovative Business Solutions Development Services on Cloud ("Development Services on Cloud") pursuant to an Order Form.
針對依據 Innovative Business Solutions 雲端開發服務 (以下簡稱「雲端開發服務」) 所開發並交付之功能，SAP 依訂購單規定提供 Innovative Business Solutions 雲端開發支援服務 (以下簡稱「開發支援服務」)。

Terms beginning with a capital letter that are not defined in this document are defined in the Service Description for Innovative Business Solutions Development Services on Cloud and/or in the respective General Terms and Conditions.
以大寫字母開頭之名詞，倘未於本文件中加以定義，其將定義於 Innovative Business Solutions 雲端開發服務及 / 或個別一般條款與條件中。

1 DEFINITIONS
名詞定義

1. **"Base Support Services"** means the support services that are in force for the Base Cloud Services between Customer and SAP and/or between Customer and the provider of the non-SAP Base Cloud Services.
「基本支援服務」係指針對客戶與 SAP 間 及 / 或客戶與非 SAP 基礎雲端服務供應商間之基礎雲端服務現行有效的支援服務。

2. **"Customer Communication Point"** means those Customer's employees entitled to request Development Support Services on Cloud. Customer will designate at least two and up to five qualified English-speaking contact persons who are authorized to request Development Support Services on Cloud hereunder and make them known in writing to SAP.
「客戶通訊點」係指客戶內部有權請求雲端開發支援服務之員工。客戶應指定至少兩名且最多五名具備合格英語溝通能力之聯絡人，其經授權得依本文件請求雲端開發支援服務，並應以書面告知 SAP。

2 SERVICE APPROACH
服務方法

There are two support models for Development Support Services on Cloud: "Full Edition" and "Large Enterprise". Large Enterprise Development Support Services on Cloud are only available for customers with an existing SAP Product Support for Large Enterprises agreement in place for their SAP system landscape. For all other customers, only Full Edition Development Support Services on Cloud are available
共有兩項雲端開發支援服務之支援模式：「完整版」及「大型企業」。 大型企業雲端開發支援服務僅提供已就 SAP 系統架構訂有 SAP Product Support for Large Enterprises 合約之客戶。針對所有其他客戶，則僅提供完整版雲端開發支援服務。

The combination of underlying Base Cloud Services and Customer's SAP support model determines the specific scope of the Development Support Services on Cloud provided to the Features according to the table below. Details regarding the services are set out in section 3.2.
依據下表，結合標的基礎雲端服務及客戶的 SAP 支援模式，決定雲端開發支援服務的具體範圍。第 3.2 條規定服務相關之詳細資訊。

Base Cloud Services **基礎雲端服務**	**SAP Base Cloud Services and/or SAP 基礎雲端服務和 / 或 non-SAP Base Cloud Services 非 SAP 基礎雲端服務**		**SAP Commerce Cloud**	
Support model for Development Support Services on Cloud **雲端開發支援服務之支援模式**	**Full Edition** **完整版**	**Large Enterprise** **大型企業**	**Full Edition** **完整版**	**Large Enterprise** **大型企業**
Service **服務**				

Message Handling (see description in section 3.2.1) 訊息處理 (請參閱第 3.2.1 條所述)	X	X	X	X
Conflict Resolution Service for Updates to SAP Base Cloud Services (see description in section 3.2.2) SAP 基礎雲端服務更新之衝突解決服務 (請參閱第 3.2.2 條所述)	X	X		
Conflict Resolution Service for Updates to non-SAP Base Cloud Services (see description in section 3.2.3) 非 SAP 基礎雲端服務更新之衝突解決服務 (請參閱第 3.2.3 條所述)	X	X		
Conflict Resolution Service for Updates to SAP Commerce Cloud (see description in section 3.2.4) SAP Commerce Cloud 更新之衝突解決服務 (請參閱第 3.2.4 條所述)			X	X
Features Improvement (see description in section 3.2.5) 功能改善 (請參閱第 3.2.5 條所述)	X	X	X	X
Development Support Services on Cloud Delivery Management (see description in section 3.2.6) 雲端開發支援服務交付管理 (請參閱第 3.2.6 條所述)	X		X	

3 DEVELOPMENT SUPPORT SERVICES ON CLOUD
雲端開發支援服務

3.1 General Provisions
一般條款

3.1.1 All Development Support Services on Cloud will be provided for Features only. All other SAP Software, Base Cloud Services, SAP Cloud Services, non-SAP Software, non-SAP Cloud Services and third party software licensed and/or subscribed by Customer is explicitly excluded from the Development Support Services on Cloud provided by SAP hereunder.
所有雲端開發支援服務之提供僅針對功能所為。SAP 依據本文提供之雲端開發支援服務範圍，均明文排除客戶授權和 / 或訂閱之所有其他 SAP 軟體、基礎雲端服務、SAP 雲端服務、非 SAP 軟體、非 SAP 雲端服務及第三方軟體。

3.1.2 Development Support Services on Cloud will be provided only for the most recent version of the Features. The Customer must ensure that all Development Support Services on Cloud (such as coding corrections, patches, etc.) provided by SAP hereunder are duly and timely applied to the Features.
僅針對最新版本之功能提供雲端開發支援服務。客戶必須確保 SAP 依據本文提供之所有雲端開發支援服務 (例如：編碼更正、修補程式等) 皆適當且及時套用至功能。

3.1.3 The Development Support Services on Cloud hereunder will be provided on the Customer's Non-Production Cloud Environment on which the Features were provided to the Customer. For reasonable cause and taking into consideration all other prerequisites of Development Support Services on Cloud, Customer may request and SAP may agree to provide the Development Support Services on Cloud on a different Customer's Non-Production Cloud Environment to the one mentioned above.

雲端開發支援服務據此應在向客戶提供功能之非正式運作雲端環境上提供。基於合理原因並考量雲端開發支援服務所有其他的先決條件，客戶得要求在另一個客戶的非正式運作雲端環境上，向前開客戶提供雲端開發支援服務，且 SAP 亦得同意此要求。

In case Customer provides the Development Environment and Runtime Cloud Environment, it is always the Customer's sole responsibility to apply the provided Development Support Services on Cloud to Customer's Production Cloud Environment.
倘屬客戶提供開發環境及執行時期雲端環境的情況，客戶應全權負責在客戶的正式運作雲端環境上套用提供之雲端開發支援服務。

In case Customer provides only the Runtime Cloud Environment, SAP will apply the provided Development Support Services on Cloud to Customer's Non-Production Cloud Environment. Customer may request and SAP may agree to provide the Development Support Services on Cloud to Customer's Production Cloud Environment.
倘客戶僅提供執行時期雲端環境，SAP 應在客戶的非正式運作雲端環境上套用提供之雲端開發支援服務。客戶得要求將雲端開發支援服務提供予客戶的正式運作雲端環境，且 SAP 亦得對此表示同意。

3.1.4 Development Support Services on Cloud are provided only during the Local Office Time as stated in the respective Order Form, and exclusively to the Customer Communication Point.
雲端開發支援服務之提供期間僅限於個別訂購單所載之當地營業時間，且僅向客戶通訊點提供。

3.2 Scope of the Development Support Services on Cloud
雲端開發支援服務範圍

SAP offers the following Development Support Services on Cloud for the Features delivered under the respective Development Services on Cloud:
SAP 依據個別雲端開發服務所交付之功能，提供下列雲端開發支援服務：

3.2.1 Message Handling ("Message Handling")
訊息處理 (「訊息處理」)

When Customer reports malfunctions, SAP supports Customer by providing information on how to remedy, avoid or bypass such malfunctions. The main channel for such support will be the support infrastructure provided by SAP. Customer may send a support message at any time. Persons involved in the support message solving process can access the status of the support message at any time.
當客戶回報故障情形時，SAP 得提出補救、防止或避免該故障的方法，為客戶提供支援。該等支援的主要管道應為 SAP 提供的支援基礎架構。客戶得隨時傳送支援訊息。所有參與解決程序支援訊息的人員，均可隨時存取該支援訊息的狀態。

SAP will provide:
SAP 應提供：

1. Support Message Handling for problems related to the Features.
針對功能相關問題支援訊息處理作業。

2. Coding corrections or patches (such as an altered program not reproducing the referenced malfunction), workaround solutions, or action plans.
編碼更正或修補程式 (例如：不會重現相關故障的更改程式)，或因應措施解決方案或行動計畫。

3.2.2 Conflict Resolution Service for Updates to SAP Base Cloud Services
SAP 基礎雲端服務更新之衝突解決服務

In the event that the root cause of the malfunctions of the Features is related to updates to SAP Base Cloud Services, SAP will further investigate possible compatibility conflicts between the Features and subsequent updates of the SAP Base Cloud Services, and provide options and/or resolutions on how to rectify or avoid any compatibility conflicts.
倘功能故障的根本原因與 SAP 基礎雲端服務更新相關，SAP 應針對功能以及 SAP 基礎雲端服務後續更新，調查其中是否存有潛在之相容性衝突，並提供如何修正或避免任何相容性衝突之選項和/或解決方法。

3.2.3 Conflict Resolution Service for Updates to non-SAP Base Cloud Services
非 SAP 基礎雲端服務更新之衝突解決服務

1. In the event that the root cause of the malfunctions of the Features is related to updates to non-SAP Base Cloud Services, SAP will further investigate possible compatibility conflicts between the Features and subsequent updates of the non-SAP Base Cloud Services. If technically feasible, SAP will provide an

estimate of the effort required to provide options and/or resolutions on how to rectify or avoid any compatibility conflicts.
倘功能故障的根本原因與非 SAP 基礎雲端服務更新相關，SAP 應針對功能以及非 SAP 基礎雲端服務後續更新，調查其中是否存有潛在之相容性衝突。倘技術上可行，SAP 應預估提出修正或避免任何相容性衝突之選項和/或解決方法所需時間。

2. In the event that: (i) the effort can be covered with the remaining number of Feature Improvement days in the current calendar year, and (ii) Customer agrees to use the remaining Feature Improvement days, SAP will provide options and or resolutions on how to rectify or avoid compatibility conflicts.
倘有下列情形，SAP 應提供修正或避免任何相容性衝突之選項和/或解決方法：(i) 所需時間可涵蓋於當前日曆年度功能改善之剩餘天數，且 (ii) 客戶同意使用功能改善剩餘天數。

   In the event that: (i) the effort exceeds the remaining number of days for Feature Improvements in the current calendar year, and (ii) Customer requests SAP to provide any support for the Features in case of updates to non-SAP Base Cloud Services, and (iii) SAP agrees to provide such services, Customer and SAP shall execute an additional agreement.
   倘有下列情形，客戶和 SAP 應另外簽訂合約：(i) 所需時間超過當前日曆年度功能改善之剩餘天數，且 (ii) 客戶要求 SAP 在非 SAP 基礎雲端服務更新時，針對功能提供任何支援，以及 (iii) SAP 同意提供前開服務。

3.2.4 Conflict Resolution Service for Updates to SAP Commerce Cloud
SAP Commerce Cloud 更新之衝突解決服務

1. To allow ongoing compatibility of the Features with SAP Commerce Cloud, Customer may request SAP to: (i) investigate possible conflicts between the Features and subsequent updates of SAP Commerce Cloud, and (ii) to provide options and / or resolutions on how to rectify or avoid compatibility conflicts.
若要使功能與 SAP Commerce Cloud 能持續相容，客戶得要求 SAP：(i) 針對功能以及 SAP Commerce Cloud 後續更新，調查其中是否存有潛在衝突，以及 (ii) 提供如何修正或避免任何相容性衝突之選項和/或解決方法。

2. To request such conflict resolution service, Customer shall inform SAP in writing eight (8) weeks in advance.
若要請求前開衝突解決服務，客戶應事先以書面方式在八 (8) 週前通知 SAP。

3. Customer shall provide an English-speaking project manager to act as Customer's point of contact for SAP.
客戶應提供具備英語溝通能力之專案經理，擔任客戶聯繫 SAP 的聯絡窗口。

4. In advance of the conflict resolution service, Customer shall ensure that the respective update of SAP Commerce Cloud is applied on the Non-Production Cloud Environment on which the conflict resolution service is to be performed.
客戶應在將執行衝突解決服務之非正式運作雲端環境上，確保先套用 SAP Commerce Cloud 個別更新，再套用衝突解決服務。

5. For the avoidance of doubt, it is Customer's responsibility to properly update the SAP Commerce Cloud.
為免除疑義，客戶有責任針對 SAP Commerce Cloud 進行適當更新。

3.2.5 Features Improvement ("Features Improvement")
功能改善 (下稱「功能改善」)

1. Features Improvement is designed to help Customer receiving Development Support Services on Cloud to address improvements to the Features delivered by SAP in the respective Development Services on Cloud. Customer has to submit a requirements document to SAP clearly outlining the requirement for a Features Improvement. Upon receipt of the request, SAP will begin to analyze the requirement and will within a reasonable period of time inform Customer if the Features Improvement can be executed taking into consideration the restrictions outlined below. In case the Features Improvement can be executed, SAP will provide a solution proposal including an effort estimate (hereinafter referred to as "Realization Proposal") to adapt the Features. Customer shall inform SAP in writing within ten (10) working days about acceptance or rejection of the Realization Proposal. Upon Customer's acceptance of the Realization Proposal, SAP will realize the Features Improvement. After completion, SAP will inform Customer about its readiness and the total effort spent which will be deducted from the contingent as specified below for Features Improvement. A Features Improvement is deemed accepted upon its delivery.
功能改善旨在協助可取得雲端開發支援服務的客戶，針對 SAP 在個別雲端開發服務中所交付功能提出改善。客戶必須將需求文件提交給 SAP，敘明功能改善之需求。SAP 應在收到請求後開始分析需求，並應於合理期間內通知客戶可否於下述限制下執行功能改善作業。若可執行功能改善作業，SAP 應提供包括預估工

作在內的解決方案建議書 (以下稱為「實行建議書」) 以調整功能。客戶應在十 (10) 個工作日內，以書面方式通知 SAP 同意或拒絕接受實行建議書。一旦客戶同意實行建議書，SAP 應即實行功能改善作業。作業完成後，SAP 應將功能改善作業之整備度與耗費之總工作量通知客戶，該工作量並應自後述功能改善部分中扣除。功能改善作業一經交付，即視為獲得同意。

2. Customer is entitled to order a maximum number of days for Features Improvement(s) per calendar year as specified in the respective Order Form. The maximum number of days is equivalent to 10 % of the annual fee of the Development Support Services on Cloud, and may in no case exceed two hundred and fifty (250) days. The total number of days needs to be used in any current calendar year and cannot be carried forward or backwards into the different calendar years, between different Order Forms for Development Support Services on Cloud, or beyond the expiration of the Term (including any Renewal Terms) of Development Support Services on Cloud. Unused days do not lead to any claims, particularly no reimbursement claims, on the side of the Customer. For the avoidance of doubt, if Development Support Services on Cloud begin during a calendar year, the amount of days for Features Improvement will be calculated on a pro-rata basis for the given calendar year in effect.
客戶有權依個別訂購單所載規定訂購各日曆年度之功能改善天數上限。該天數上限等同於 10 % 的雲端開發支援服務年費，但不得超過二百五十 (250) 天。前開總天數應於任何當前日曆年使用完畢，且不得向前或向後轉入其他日曆年、不同的雲端開發支援服務訂購單，或於雲端開發支援服務期間 (包含任何續約期間) 屆滿後使用。未用天數不能作為客戶提出任何索賠 (尤其是退款索賠) 的依據。為免除疑義，若雲端開發支援服務於某一日曆年開始提供，則應就該生效日曆年，按比例計算功能改善的天數。

3. SAP shall agree with the Customer the timeframe for analyzing a request and presenting a Realization Proposal prior to commencing any activities. The Realization Proposal will include an indicative timeline for delivery of the Features Improvement which will take resource availability and existing delivery commitments into account. Once the Customer has accepted the Realization Proposal, SAP will start activities and realize the Features Improvement in a timely manner.
SAP 應與客戶協議分析請求以及於開始活動前提出實行建議書所需的時間範圍。實行建議書應包含功能改善交付之指示性時間表，其考量因素為資源可得性與既有交付承諾。一旦客戶接受實行建議書之內容，SAP 應立即開始活動並實行功能改善作業。

4. Customer understands the following restrictions and accepts that SAP may reject a request submitted by Customer if:
客戶瞭解下列限制，並接受 SAP 因下列情況而拒絕客戶提交之請求：

(i) the request is not related to the delivered Features; or
該請求與交付之功能無關；或

(ii) it cannot be realized due to technical or other limitations or constraints; or
由於技術或其他界限或限制而無法實行該請求；或

(iii) it exceeds the remaining number of days for Features Improvement in the current calendar year; or
超過當前日曆年度中功能改善之剩餘天數；或

(iv) it exceeds the reasonable delivery capacity of SAP's internal support team for the remaining period of time in the current calendar year.
超過 SAP 內部支援團隊在當前日曆年度之剩餘期間內得合理交付之能力範圍。

5. For the avoidance of doubt, for any request submitted by Customer that goes beyond the scope of Features Improvement as defined herein, SAP and Customer may negotiate a separate agreement.
為免除疑義，若客戶提交之請求超出本文定義之功能改善範圍，SAP 與客戶得另行協商簽訂協議。

3.2.6 Development Support Services on Cloud Delivery Management
雲端開發支援服務交付管理

SAP will nominate a Development Support Services on Cloud Delivery Manager ("Delivery Manager"). The Delivery Manager will perform the following tasks:
SAP 應指定雲端開發支援服務交付管理經理 (下稱「交付經理」)開發支援服務交付經理將履行下列任務：

1. Serve as a single point of contact for Customer related to Development Support Services on Cloud and plan Development Support Services on Cloud activities.
針對雲端開發支援服務相關事宜，負責擔任聯繫客戶的單一聯絡窗口，並計畫雲端開發支援服務活動。
2. Set up and manage the Customer's message component and associated message queue(s).
設定與管理客戶之訊息元件以及相關訊息佇列。

3. Manage SAP's internal support team assigned to provide Development Support Services on Cloud under the Order Form.
管理經指派負責根據訂購單提供雲端開發支援服務之 SAP 內部支援團隊。
4. Provide periodic status on topics related to Development Support Services on Cloud (e.g. report on Customer's support messages; provide status on Development Support Services on Cloud).
定期提供雲端開發支援服務相關主題之狀態 (例如：報告客戶的支援訊息；提供雲端開發支援服務的狀態)。
5. Discuss the impact of future implementation strategy of the Customer's roadmap on the Features developed under the respective Development Services on Cloud.
針對依據個別雲端開發服務所開發之功能，討論相關客戶藍圖未來實施策略的影響。
6. Discuss with Customer how to address messages that cannot be categorized as a defect with respect to the Features developed under the respective Development Services on Cloud.
針對依據個別雲端開發服務所開發之功能，與客戶討論如何處理無法歸類為相關缺陷之訊息。

3.3 **Global Support Backbone**
全球支援基礎架構

The Global Support Backbone is SAP's knowledge database and SAP's extranet for knowledge transfer on which SAP makes available content and services to customers and partners of SAP only. The Global Support Backbone also includes the SAP Support Portal at https://support.sap.com.
全球支援基礎架構為 SAP 的知識庫，且為 SAP 傳輸知識的外部網路，僅供 SAP 向客戶和合作夥伴提供內容和服務。全球支援基礎架構亦包含 SAP 支援入口網站：https://support.sap.com。

4 PRECONDITIONS
先決條件

4.1 It is a prerequisite for the provision of the Development Support Services on Cloud that Base Support Services are in force for the Base Cloud Services.
提供雲端開發支援服務之先決條件在於基本支援服務對基礎雲端服務具有效力。

4.2 In order to receive the Development Support Services on Cloud as described herein, Customer shall fulfill the following requirements:
為取得本文所述之雲端開發支援服務，客戶應滿足下列要件：

1. Continue to pay all fees in accordance with the respective Development Support Services on Cloud.
依據個別雲端開發支援服務，持續支付所有費用。
2. Otherwise fulfill its obligations hereunder as well as those contained for Development Support Services on Cloud in the respective Order Form, and those of the Base Support Services.
若未符合前開要件，則須履行本文規定之義務，以及個別訂購單中雲端開發支援服務與基本支援服務所載之義務。
3. Ensure Customer has all necessary license rights, including third party license rights, required to allow SAP to perform the Development Support Services on Cloud.
確保客戶已具備允許 SAP 履行雲端支援開發服務所需之必要授權權利，包括第三方授權權利。
4. Ensure the availability of the Base Cloud Services, and any additional services/tools required to provide the Development Support Services on Cloud to the Features.
確保可取得基礎雲端服務，以及針對功能提供雲端開發支援服務所需之任何額外服務 / 工具。
5. Manage the Customer's third party service providers.
管理客戶的第三方服務供應商。
6. Provide and maintain remote access via a technical standard procedure as defined by SAP and grant SAP all necessary authorizations, in particular for problem analysis as part of message handling. Customer shall grant such remote access without restriction regarding the nationality of the SAP employee(s) who process support messages or the country in which they are located. Customer acknowledges that failure to grant full access may lead to delays in message handling and the provision of corrections or may render SAP unable to provide help in an efficient manner.
依 SAP 定義之技術標準程序提供並維護遠端存取權，同時授予 SAP 所有必要權限，尤其是訊息處理的問題分析部分。客戶應全權授予是類遠端存取權限，對於處理支援訊息的 SAP 員工，不得限制其國籍或所在國

家/地區。客戶瞭解，若其未授予完整的存取權限，則可能會延誤訊息處理及更正作業，或使 SAP 無法以有效方式提供協助。

7. All support messages shall be transmitted to SAP, via the then current SAP support infrastructure made available to Customer by SAP from time to time, using the message-component as defined by SAP for the applicable Features. Customer will be notified of the message-component in writing upon acceptance of the Features. Customer's failure to assign a support message concerning the Features to the correct message-component may delay SAP's response to the support message.
應使用 SAP 針對適用功能所定義之訊息元件，透過其為客戶提供之 SAP 最新支援基礎架構，隨時將所有支援訊息傳輸至 SAP。客戶應於驗收功能後收到訊息元件之書面通知。若客戶未能將功能相關的支援訊息指派至正確的訊息元件，可能會導致 SAP 延遲回應支援訊息。

8. Support messages must be in English.
支援訊息必須以英文撰寫。

9. In the support message, Customer shall describe how the defect manifests and, in some cases, Customer may have to demonstrate the defect. Customer shall help SAP analyze the defect and shall support SAP in providing the Development Support Services on Cloud. For these tasks, Customer shall deploy Customer's own employees if necessary.
客戶應在支援訊息中說明偵測資訊清單的方式，在部分情況下，客戶可能必須展示缺陷。客戶應協助 SAP 分析缺陷，並應支援 SAP 提供雲端開發支援服務。關於這些任務，客戶應視需要部署自身員工。

10. Provide a dedicated Customer contact for SAP for clarifications regarding any relevant third party software and systems and non-SAP Cloud Services.
提供 SAP 專屬客戶聯絡窗口，以澄清說明任何相關第三方軟體與系統，以及非 SAP 雲端服務有關事宜。

11. Customer shall make available to SAP all documents concerning any alterations and enhancements made by or for the Customer in the Development Environment and Runtime Cloud Environment that may help in the analysis of the defect. Customer shall also keep suitable and up-to-date records of those alterations and enhancements and give SAP access to them when necessary.
客戶於開發環境和執行時期雲端環境中所為任何更改和增強，或為客戶進行之任何更改和增強，倘有助於協助分析缺陷，客戶應向 SAP 提供所有與其相關之文件。客戶同時亦須適當記錄該更改和增強，並保留最新的紀錄內容，以便於必要時供 SAP 存取。

12. Development Support Services on Cloud will not be provided for modifications and enhancements made by Customer. SAP will not provide Development Support Services on Cloud for Features impacted by such modifications.
針對客戶所為之修改和增強，將不會對其提供雲端開發支援服務。針對因前開修改而受影響的功能，SAP 不會提供雲端開發支援服務。

13. Customer undertakes to inform SAP, without undue delay, of any changes to Customer's Development Environment and Runtime Cloud Environment or Runtime Cloud Environment as the case may be, and all other information relevant to the use of the Features.
客戶承諾通知 SAP 任何客戶開發環境和執行時期雲端環境或執行時期雲端環境之變更，並視情況而定，通知所有其他與功能使用相關之資訊，不得無故遲延。

5 TERM AND TERMINATION
期限和終止

5.1 Development Support Services on Cloud begin with last acceptance of the Features delivered under the respective Development Services on Cloud and will be provided until the end of the following calendar year ("Initial Term"). After the Initial Term, Development Support Services on Cloud shall renew at the beginning of each calendar year for the subsequent one-year period (each a "Renewal Term").
雲端開發支援服務自個別雲端開發服務所交付功能之最後驗收時點開始，並至下一日曆年度結束為止 (以下稱「初始期間」)。初始期間結束後，雲端開發支援服務應於每一日曆年度開始時續約一年 (每一期間均稱為「續約期間」)。

5.2 Development Support Services on Cloud always extend to the full scope of the Features as delivered by SAP under the respective Development Services on Cloud; Customer must always have the respective Development Services on Cloud fully covered by the Development Support Services on Cloud (especially all Features, all partial deliveries) or must terminate Development Support Services on Cloud completely. Partial termination is not permitted.
當 SAP 依個別雲端開發服務進行交付時，該雲端開發支援服務一律延伸至完整範圍的功能；客戶應具有雲端開發支援服務所完整涵蓋之個別雲端開發服務 (尤其是所有功能、所有部分交付項目)，否則必須完全終止雲端開發支援服務。不允許部分終止。

5.3 Development Support Services on Cloud may be terminated by either party with three (3) months' written notice prior to the end of the Initial Term and of each Renewal Term. Notwithstanding the foregoing, SAP may especially terminate the Development Support Services on Cloud after one (1) month's written notice to Customer of Customer's failure to pay Development Support Services on Cloud fees due under the respective Order Form.
任一方得在初始期間與每一續約期間結束前三 (3) 個月內，以書面通知終止雲端開發支援服務。縱有前開規定，SAP 仍得在客戶未能依個別訂購單支付雲端開發支援服務費用後一 (1) 個月內，特以書面方式通知客戶終止開發支援服務。

5.4 In case of termination of Development Support Services on Cloud and in case Customer provides only the Runtime Cloud Environment, upon the effective date of this termination, Customer can request SAP to make the latest version of Source Code available.
倘雲端開發支援服務終止，且客戶僅提供執行時期雲端環境，此終止一經生效，客戶即可要求 SAP 提供最新版本的原始程式碼。