

SAP Business Technology Platform- Service Description Guide

Service Level Agreement and Support

The **Service Level Agreement for SAP Cloud Services** applies to the Cloud Services described in this Service Description Guide, provided, however, the System Availability SLA for all Cloud Services is 99.9% per month. Any deviations from the 99.9% System Availability SLA or any aspect of the standard **Service Level Agreement for SAP Cloud Services** are noted in the applicable Cloud Service terms in this Service Description Guide. The 99.9% System Availability SLA does not apply to Cloud Services described in this Service Description Guide that are identified as not subject to the terms of the SAP Business Technology Platform Supplemental Terms. The **Service Level Agreement for SAP Cloud Services** can be found at: <http://go.sap.com/about/agreements/cloud-services.html?search=Service Level Agreement> (also available from SAP upon request).

Maintenance Windows for all Cloud Services are set forth in the **Service Level Agreement for SAP Cloud Services**.

Support Services

SAP Enterprise Support, cloud edition applies to the Cloud Services, with any deviations noted in the applicable Cloud Service terms in this Service Description Guide. The terms of SAP Enterprise Support, cloud edition can be found at: <http://go.sap.com/about/agreements/cloud-services.html?search=Support%20cloud> (also available from SAP upon request).

Cloud Services

Business Entity Recognition

Cloud Service Description	The Cloud Service uses machine learning techniques for the recognition of named entities in unstructured text.
Usage Metric	Characters and Models
Explanation of Usage Metric	<p>Characters are the number of characters processed by the Cloud Service each month, including whitespace characters. Characters with multiple bytes are counted as a single character.</p> <p>Models are trained machine learning models that are available as an engine for prediction and classification via the corresponding API endpoint.</p>
Piece Size	1 Piece = 10,000 Characters or 1 Model per hour
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

Data Attribute Recommendation

Cloud Service Description	The Cloud Service leverages machine learning models to help match and classify data records automatically.
Usage Metric	Records and Models
Explanation of Usage Metric	<p>Records are unique objects processed by the Cloud Service each month.</p> <p>Models are trained machine learning models that are available as an engine for prediction and classification via the corresponding API endpoint.</p>
Piece Size	1 Piece = 1000 Records or 1 Model per hour

Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.
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Document Classification	
Cloud Service Description	The Cloud Service leverages machine learning models to help automatically classify documents based on Customer-specific requirements.
Usage Metric	Documents and Models
Explanation of Usage Metric	Documents are unique records processed by the Cloud Service. For PDF and TIFF documents one document can consist of a maximum three pages. If a PDF or TIFF document consists of more than 3 pages, each additional 3 pages will be charged as an additional Document. Models are trained machine learning models that are available as an engine for prediction and classification via the corresponding API endpoint.
Piece Size	1 Piece = 100 Documents or 1 Model per hour
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

Document Information Extraction	
Cloud Service Description	The Cloud Service leverages machine learning models to extract structured semantical information from unstructured documents and match this information with relevant business data.
Usage Metric	Documents
Explanation of Usage Metric	Documents are unique records processed by the Cloud Service. For PDF and TIFF documents one document can consist of a maximum three pages. If a PDF or TIFF document consists of more than 3 pages, each additional 3 pages will be charged as an additional Document.
Piece Size	1 Piece = 100 Documents
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

Document Information Extraction, extension capabilities	
Cloud Service Description	The Cloud Service provides additional functionalities for Document Information Extraction.
Usage Metric	Compute Hours
Explanation of Usage Metric	Compute Hours are defined as one hour, or portion thereof, consumed by the Cloud Service to process one or several documents with a custom model.
Piece Size	1 Piece = 1 Compute Hour
Additional Term & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

Hyperledger Fabric for SAP Business Technology Platform							
Cloud Service Description	The Cloud Service enables Customers to establish or connect to distributed ledger networks utilizing SAP Business Technology Platform.						
Usage Metric	Entitlements Package, Connections						
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service A Connection is an integration of two unique end points between the Cloud Service and a Customer designated system or dedicated data source						
Piece Size	1 Piece = 1 Plan of Hyperledger Fabric for SAP Business Technology Platform						
Plans	<p>Hyperledger Fabric for SAP Business Technology Platform Available Plans</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>dev</td> <td>A sandbox environment with all relevant APIs for developing and testing Hyperledger Fabric Chaincode only.</td> </tr> <tr> <td>testnet</td> <td>1 Peer</td> </tr> </tbody> </table>	Plan	Description	dev	A sandbox environment with all relevant APIs for developing and testing Hyperledger Fabric Chaincode only.	testnet	1 Peer
Plan	Description						
dev	A sandbox environment with all relevant APIs for developing and testing Hyperledger Fabric Chaincode only.						
testnet	1 Peer						

		A Hyperledger Fabric node which is part of a cross company testnet network and available for developing and testing distributed applications only.
	backbone	1 Peer, 1 Orderer, 4 Kafkas, 3 Zookeeper servers Full Hyperledger Fabric node. Each Hyperledger Fabric network requires exactly one backbone node. This node provisions all relevant infrastructure to run a Hyperledger Fabric network.
	node	1 Peer, 1 Orderer Hyperledger Fabric node that must be joined to a Hyperledger Fabric network for active participation.
	connect your own network	Connect SAP business processes to a blockchain network that is provisioned and operated externally.
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service should not be used to process or store personal data. Customer Data is only backed up in Customer's wallet of the Cloud Service. If Customer deletes Customer Data in its wallet, the data will not be retrievable from the Cloud Service. EU Access is not available for the Cloud Service. 	
Previously referred to as	Hyperledger Fabric on SAP Cloud Platform	

Identity Authentication	
Cloud Service Description	The Cloud Service provides secure authentication and single sign-on for end user accessing an application with a web browser.
Additional Terms & Conditions	<ul style="list-style-type: none"> The service is free of charge to logon to (i) 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 (ii) 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. One tenant is provided for productive usage. Customers can 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. The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Identity SAP HANA Cloud Platform, identity management SAP Cloud Platform Identity Authentication

Identity Authentication for third-party applications	
Cloud Service Description	The Cloud Service provides secure authentication and single sign-on to web-based applications for end users. SAP Identity Authentication for third-party applications covers the usage related to third party services not deployed on SAP Cloud Platform.
Usage Metric	Logon Requests per Month
Explanation of Usage Metric	A 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.
Piece Size	1 Piece = 100 Logon Requests
Additional Terms & Conditions	<ul style="list-style-type: none"> One tenant is provided for productive usage. Customers can 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. The System Availability Service Level for the Cloud Service is 99.95%.

Identity Authentication and Identity Provisioning, additional tenant	
Cloud Service Description	The Cloud Service provides an additional tenant beside the default productive and non-productive tenant for Identity Authentication and Identity Provisioning.
Usage Metric	Tenants
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service
Piece Size	1 Piece = 1 Tenant
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%.

Identity Provisioning	
Cloud Service Description	The Cloud Service provides functionality to provision user information to SAP applications.
Additional Terms & Conditions	<ul style="list-style-type: none"> The service is free of charge for provisioning users to (i) 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 (ii) Platform Applications provisioned on the SAP Business Technology Platform. This includes the integration to synchronize data from user stores. One tenant is provided for productive usage. Customers can 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. The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Identity Provisioning

Intelligent Situation Automation	
Cloud Service Description	The Cloud Service is an extension of Situation Handling in SAP S/4HANA Cloud. It processes situations raised there and resolves them automatically using business rules, thus reducing the time users spend on routine manual and repetitive tasks.
Usage Metric	Transactions
Explanation of Usage Metric	Transactions are messages, jobs, or tasks processed by the Cloud Service monthly.
Piece Size	1 block = 100 transactions
Additional Terms & Conditions	<ul style="list-style-type: none"> EU access is not available for the Cloud Service.

Invoice Object Recommendation	
Cloud Service Description	The Cloud Service uses machine learning techniques for the recommendation of invoice objects, such as general ledger accounts and cost centers.
Usage Metric	Records
Explanation of Usage Metric	Records are uniquely identified objects processed by the Cloud Service monthly. 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 Records.
Piece Size	1 Piece = 1,000 Records
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

Object Store on SAP BTP	
Cloud Service Description	The Cloud Service provides an unstructured cloud data store to build and deliver cloud applications.
Usage Metric	Gigabyte of memory
Explanation of Usage Metric	GB of memory is defined as an amount of memory
Piece Size	1 Piece = 1 block of 100 Gigabyte Memory
Additional Terms & Conditions	<ul style="list-style-type: none"> Usage of 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. The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	Object Store on SAP Cloud Platform

PostgreSQL on SAP BTP, hyperscaler option	
Cloud Service Description	The Cloud Service is an object-relational database management service based on hyper-scaler native PostgreSQL offerings. The service offers a popular, open-source, relational database for developers to build applications.
Usage Metric	GB of Memory, GB of Storage

Explanation of Usage Metric	GB of Memory is defined as an amount of memory GB of storage is defined as the amount of cloud storage
Piece Size	Standard Compute: 1 Piece = 2 Gigabyte Memory Premium Compute: 1 Piece = 4 Gigabyte Memory Storage: 1 Piece = 5 Gigabyte of Storage HA Storage: 1 Piece = 5 Gigabyte of HA Storage
Service Availability "SLA" Additional Terms & Conditions	Precondition to System Availability SLA for Amazon Web Services data centers: <ul style="list-style-type: none"> PostgreSQL instances need to run in High-Availability [HA] configuration (viz Multi-AZ) with 2x Compute (Standard/Premium) and HA Storage. The System Availability Service Level for the Cloud Service is 99.95%. EU Access is not available for the Cloud Service.
Previously referred to as	PostgreSQL on SAP Cloud Platform, hyperscaler option

Redis on SAP BTP, hyperscaler option	
Cloud Service Description	The Cloud Service is a service based on native hyper-scaler Redis offerings and offers an in-memory data store that can be used as a cache for developers to build applications.
Usage Metric	GB of Memory
Explanation of Usage Metric	GB of Memory is defined as an amount of memory
Piece Size Additional Terms & Conditions	Standard Compute: 1 Piece = 2 Gigabyte Memory Premium Compute: 1 Piece = 4 Gigabyte Memory <ul style="list-style-type: none"> EU Access is not available for the Cloud Service.
Previously referred to as	Redis on SAP Cloud Platform, hyperscaler option

SAP Alert Notification for SAP Business Technology Platform	
Cloud Service Description	The Cloud Service enables Customers to configure SAP Business Technology Platform to send notifications for different services or Customer apps via different channels (like SAP Solution Manager or an alert management system of choice).
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Piece Size	1 Piece = 1000 API Calls/month
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Alert Notification

SAP Analytics Cloud, embedded edition	
Terms governing SAP Analytics Cloud, embedded edition are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Analytics&sort=latest_desc , and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.	

SAP AppGyver	
Cloud Service Description	The Cloud Service provides a No-Code IDE (Integrated Development Environment), tailored for professional and occasional developers to build mobile and desktop applications.
Usage Metric	Active Users

Explanation of Usage Metric	Active Users are the number of individuals that access the Cloud Service at any time during a calendar month. For purposes of the Cloud Service, users will be considered active if they have at least one project stored.
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service

SAP Application Logging	
Cloud Service Description	The Cloud Service enables Cloud Foundry developers to create, access, and analyze application logs and container metrics in the Cloud Foundry environment.
Usage Metric	Instances per Month
Piece Size	1 Piece = 1 Instance, metered for hourly usage
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP Application Logging, standard - Usage is limited to an ingestion rate of 250 Megabyte per hour; Maximum burst rate is 1000 Kilobyte per second; Data retention is for 7 days SAP Application Logging, large - Usage is limited to an ingestion rate of 1000 Megabyte per hour; Maximum burst rate is 2000 Kilobyte per second; Data retention is for 7 days.
Previously referred to as	SAP Cloud Platform Application Logging

SAP ASE service																															
Cloud Service Description	The Cloud Service allows Customer to develop, test and run Platform Applications- with a fully provisioned ASE database environment including subscription-based SAP ASE instances.																														
Usage Metric	Entitlements Package																														
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service																														
Piece Size	1 Piece = 1 instance of a particular T-shirt size																														
Available T-Shirt Sizes	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Size</th> <th>X-Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>X-Large</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>1 cores</td> <td>2 cores</td> <td>4 cores</td> <td>8 cores</td> <td>16 cores</td> </tr> <tr> <td>Memory</td> <td>4 GB</td> <td>8 GB</td> <td>16 GB</td> <td>32 GB</td> <td>64 GB</td> </tr> <tr> <td>Disk Space</td> <td>40 GB</td> <td>80 GB</td> <td>160 GB</td> <td>320 GB</td> <td>640 GB</td> </tr> <tr> <td>bandwidth(out)</td> <td colspan="3">512 GB/month</td> <td colspan="2">1 TB / month</td> </tr> </tbody> </table>	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	
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Additional Terms & Conditions	<ul style="list-style-type: none"> SAP ASE service includes use of the SAP ASE Platform Edition and includes the required infrastructure for the relevant T-shirt size. The SAP ASE database may only be used as a runtime database with SAP ASE service and Platform Applications. Customer may not use the SAP ASE database as a persistence data layer for any other solution- Use of the SAP ASE service instance must conform to sizing information in the Documentation. 																														
Previously referred to as	SAP HANA Cloud Platform, SAP ASE service SAP Cloud Platform, SAP ASE service																														

SAP Automation Pilot	
Cloud Service Description	The Cloud Service allows Customers to automate common DevOps tasks, including restarts and reconfigurations, alerts recommendations and remediations.
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API from a Customer application. The API Call is used to send any user action or system action from the Customer application to the Cloud Service.
Piece Size	1 Piece = 1000 API Calls/month
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%. EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Automation Pilot

SAP Big Data Services	
Cloud Service Description	The Cloud Service provides enterprises a fully managed Big Data platform based on Apache Hadoop and Spark. The Cloud Service can be used to ingest

	and process unstructured data, implement data lakes, support IoT use cases, and/or perform analytics.																								
Usage Metric	Entitlements Package																								
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service																								
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System Availability "SLA"	<p>SAP provides 100% availability on a "guaranteed delivery" basis for the Cloud Service, which means that in the case of lower than 100% availability (excluding scheduled maintenance windows, and emergency service updates, of which SAP will notify Customer in advance and which will not exceed a commercially reasonable amount of downtime unless otherwise mutually agreed upon in writing), SAP will provide the following:</p> <p>For any unplanned outage of infrastructure, batch processing services, or movement of output data from different phases of end to end processing, SAP will credit Customer at a rate of 1.5 times the pro-rated Compute Hours lost during an outage, and 3 times the number of Compute Hours of jobs terminated by an outage (a "Credit"). For example, if Customer purchases 20,000 Compute Hours per month and the system has a one-hour unplanned outage, SAP will credit Customer for 45 Compute Hours. If the same outage terminated a job that had consumed 500 Compute Hours before being terminated, SAP would additionally credit Customer for 1500 Compute Hours. The total credits given to Customer within any calendar month, from any unplanned outages, cannot exceed the Customer's monthly contractual subscription amount. The Customer must consume the Credits within the next 30 calendar days starting immediately following the notification to the Customer of the applied Credits, regardless of when the unplanned outage occurred.</p> <p>Notwithstanding anything to the contrary in the Agreement to which this SLA is attached, and any related links or terms incorporated therein, to the extent any downtime causes a data crash and/or loss such that data available at the time of downtime is not restored to 100% operability, SAP agrees to prioritize such event immediately as a Priority 1 support incident. This obligation assumes Customer has backed up its data in accordance with Customer's obligations hereunder and the restoration referenced herein is to such last Customer backup scope and status.</p> <p>Notwithstanding anything to the contrary in this SLA or the Agreement the following provisions apply to the Cloud Service:</p> <p>All periods of unavailability must be reasonably verified by SAP. The period of unavailability is measured from the time SAP becomes aware of the unavailability until it has been remedied, as reasonably confirmed by SAP according to its technical records. SAP represents that it keeps records sufficient to verify any inquiry regarding outages during the subscription term. Customer shall not be entitled to a Credit if the event or condition that would have otherwise given rise to the Credit was caused by any event outside of SAP's reasonable control, including Customer's equipment, actions or inactions of Customer or its representatives; or if Customer does not request a Credit from SAP in writing within seven (7) days after the incident entitling Customer to a Credit has been remedied. SAP will not be responsible for Credits for the inability of Customer to access the Cloud Service due to Customer's equipment or actions or inactions of Customer in violation of the Agreement or that render it impossible or commercially impractical for SAP to deliver the Cloud Service to the Customer, or such action by its representatives.</p>																								
Additional Terms & Conditions	<ul style="list-style-type: none"> SAP shall provide Customer a list of those portions of the Cloud Service for which Amazon Web Services is acting as a Subprocessor (as defined in the Personal Data Processing Agreement for SAP Cloud Services) upon request. One Compute Hour is calculated as 2.5GB of YARN container memory and one vCore consumed for a single task (e.g. mapper or reducer 																								

	<p>container, Spark executor, Tez container) that is held for an hour. Additional Compute Hours are available in blocks of 5,000.</p> <ul style="list-style-type: none"> • Hadoop Distributed File System (HDFS) Storage is represented as the maximum storage consumed during the month, replicated three times on the cluster. Additional replicas are measured as separate storage space consumed. HDFS storage is available in blocks of 10TB. • HDFS number of files is calculated as the maximum number of files consumed during the month. Each block of 10TB of HDFS storage includes 500,000 files. Additional files are available in blocks of 1 million. • Workbench is defined as an instance of general purpose compute container with 16GB memory, 4 vCPUs, and 150GB local use storage. Additional workbench capacity can be obtained as a multiple of the base instance. • Managed SAP HANA Integration means that SAP shall manage the SAP HANA Data Provisioning Agent and Spark Controller in the SAP Cloud Platform Big Data Services environment to enable the use of SAP HANA Smart Data Integration and Smart Data Access to move and query data across both SAP HANA and SAP Cloud Platform Big Data Services. • Advanced Authentication, Encryption, and Governance means the SAP Cloud Platform Big Data Services environment uses Kerberos for authentication, has encryption enabled for data at rest, and provides row- and column-level role-based access control. • The Usage Metric for the following add-on services is Flat Fee per month: SAP Cloud Platform Big Data Services (dedicated data transfer server); SAP Cloud Platform Big Data Services (VPN connectivity); SAP Cloud Platform Big Data Services (workbench); SAP Cloud Platform Big Data Services (integration for SAP HANA); SAP Cloud Platform Big Data Services (advanced security). The Usage Metric for SAP Cloud Platform Big Data Services (storage) is Terabytes (TB) in blocks of 10TB. • In some instances, SAP, SAP SE and/or their Affiliates may use information, including personal data, collected from Customer's users with their consent under the relevant Privacy Statement at https://portal.altiscale.com/legal/privacy-policy to prepare analyses described in the GTC. • EU Only access is not available for the Cloud Service. • The Enterprise Edition of the Cloud Service includes up to one hour per calendar month of technical assistance, which includes: <ul style="list-style-type: none"> -design, optimization and data transfer expertise; -high level architectural and design expertise; -performance analysis and optimization suggestions; -application deployment tips; -data ingestion advice; and -collaborative account management. Requests for such technical assistance can be made by submitting a support ticket. Technical assistance hours are not accumulated if not used within the calendar month. • SAP and Customer shall be free to use for any purpose the Residuals resulting from access to or work with Confidential Information disclosed in the performance of technical assistance services. The term "Residuals" shall mean information in non-tangible form, which may be retained by persons who have had access to the confidential information, including ideas, concepts, know-how or techniques contained herein. Neither SAP nor Customer shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of Residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyright or patents. • Customer may use the workbench included with the Cloud Service to host and run separately-licensed SAP or third-party applications. Customer is solely responsible for the security, maintenance, management and support of the applications installed by Customer on the Cloud Service. • Customer is responsible for back up of Customer Data – no back up services are included in the Cloud Service. • Customer shall fully compensate SAP (without effect of any limitations on liability in the GTCs) for any damages or expenses incurred by SAP as a result of a claim by a third party that any Customer or third party software or other technology hosted or run on the Customer's Cloud Service workbench infringes or otherwise violates the rights of the third party.
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Previously referred to as	SAP Cloud Platform Big Data Services
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SAP Business Application Studio	
Cloud Service Description	The Cloud Service is a modular development environment available on SAP's Multi-Cloud environment (Cloud Foundry), tailored for developing business applications for the SAP Intelligent Enterprise.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service includes 10 Development Spaces per User and a maximum of 2 Active Development Spaces per User at one time.

SAP Business Technology Platform ABAP environment	
Cloud Service Description	The Cloud Service enables Customers to develop and run ABAP cloud apps, including custom extensions, on a separate Platform-as-a-Service.
Usage Metric	GB of memory
Explanation of Usage Metric	GB of memory is defined as an amount of memory
Piece Size	1 Piece = 16GB of Memory
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform ABAP Environment

SAP Business Technology Platform bandwidth	
Cloud Service Description	The Cloud Service provides access to bandwidth for use in Customer-built applications and application extensions.
Usage Metric	GB of bandwidth
Explanation of Usage Metric	GB of bandwidth is defined as the amount of data traffic transmitted and received by the Cloud Service.
Piece Size	1 Piece = 10 GB of bandwidth
Previously referred to as	SAP Cloud Platform bandwidth

SAP Business Technology Platform, Cloud Foundry runtime	
Cloud Service Description	The Cloud Service provides reserved runtime capacity (Quota) in the Cloud Foundry environment-based SAP Business Technology Platform.
Usage Metric	GB of Memory
Explanation of Usage Metric	GB of Memory is defined as an amount of memory
Piece Size	1 Piece = 1 Gigabyte Memory per Month
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer-supplied Buildpacks, with SAP Cloud Platform, Cloud Foundry runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation. The System Availability Service Level for external connectivity to running applications / for outgoing connectivity from running applications is 99.95%. Prerequisite for the validity of this Service Level is that applications are deployed with more than one application instance.
Previously referred to as	SAP Cloud Platform Extension Factory, application runtime SAP Cloud Platform, Cloud Foundry runtime

SAP Business Technology Platform Java server	
Cloud Service Description	Java server means a virtualized hardware resource used by Java-based Platform Applications.
Usage Metric	Tenants
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service

Piece Size	1 Tenant = 1 Piece																		
Available T-Shirt Sizes																			
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Size	x-small	small	medium	large															
Cores	1	2	4	8															
Memory (MB)	2,048	4,096	8,192	16,384															
Service Availability "SLA"	Precondition to System Availability SLA: <ul style="list-style-type: none"> Java Platform Applications need to run with minimum 2 application processes/nodes Java Platform Applications need to have an availability check configured 																		
Previously referred to as	SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Platform, compute unit lite SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Platform, compute professional SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Platform, compute premium SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Platform, compute premium plus SAP Cloud Platform Java server																		

SAP Business Technology Platform, Kyma runtime	
Cloud Service Description	The Cloud Service enables developers to develop extensions to existing services on the SAP Business Technology Platform by providing a Kubernetes-based runtime and by providing functionality to combine serverless- and microservice-based extensions. The runtime includes a service catalog, an editor for serverless functions, a service mesh, an API gateway, and an event hub.
Usage Metric	Capacity Unit
Explanation of Usage Metric	The Usage Metric for the Cloud Service is Capacity Units per month. Each service specified in the table below (under Additional Terms & Conditions) 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/Piece Size	<ul style="list-style-type: none"> Node: Means the number of nodes the Kyma runtime is using depending on Customer's workload. One node is sized with 2vCPUs, 8GB RAM. One node hour equates to 0.24 Capacity Units. Storage (GB): Storage is charged in 32GB steps, or disks. One disk hour equates to 0.02 Capacity Units. Events Bandwidth (MB/s): Event bandwidth is charged in increments of 1MB/s incoming traffic and 2MB/s outgoing traffic. Customer will be charged for each increment of incoming and outgoing traffic based on the greater number of increments of either incoming or outgoing traffic during peak usage. For example, if 1 MB/s of inbound traffic (1 increment) and 6 MB/s of outbound traffic (3 increments) occurred during peak usage, Customer would be charged based on 3 Units of Measure for Event Bandwidth, multiplied by the Capacity Value for Event Bandwidth (0.10) resulting in 0.30 Capacity Units consumed. One hour of 1MB/s ingress equates to 0.10 Capacity Units. One hour of 2MB/s egress equates to 0.10 Capacity Units.
Additional Terms & Conditions	<ul style="list-style-type: none"> Auto-scaled Nodes is restricted to up to 40 Nodes. 2 Storage Disks are required for Persistent Volume Claim from 33GB to 64GB. EU Access is not available for the Cloud Service. The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Extension Factory, Kyma runtime SAP Cloud Platform, Kyma runtime

SAP Business Technology Platform, supplemental services	
Cloud Service Description	The Cloud Service provides essential microservices for building and extending applications.

Usage Metric	Entitlements Package
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service
Piece Size	1 Piece = 1 instance
Set of Entitlements	<ul style="list-style-type: none"> • 40,000 API Calls / month of SAP Alert Notification • 40,000 Job Executions / month of SAP Job Scheduler • 3 GB bandwidth of SAP Transport Management • 1 Instance of SAP Application Logging, standard • 6 Capacity Units of SAP Serverless Runtime service

SAP Cloud ALM, memory extension	
Cloud Service Description	The Cloud Service provides additional memory for customers to expand extensions.
Usage Metric	GB of memory
Explanation of Usage Metric	GB of memory is defined as an amount of memory
Piece Size	1 Piece = 4 GB of memory
Additional Terms & Conditions	<ul style="list-style-type: none"> • EU Access is not available for the Cloud Service.

SAP Cloud Portal service	
Cloud Service Description	The Cloud Service is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service. For purposes of Platform Cloud Services, Users include individuals authorized to access a Platform Application
Pre-requisite	At least one (1) SAP Portal administrator
Additional Terms	<ul style="list-style-type: none"> • SAP Portal service is limited to access by individuals within the Customer's organization, including employees and contractors. • Each SAP Portal service subscription also includes: <ul style="list-style-type: none"> ◦ 30 logons of SAP Identity Authentication per User, per month
Previously referred as	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal SAP Cloud Platform Portal

SAP Cloud Portal service, consumer edition	
Cloud Service Description	The Cloud Service is a flexible environment that allows Customer to create and extend business websites.
Usage Metric	Site Visits per month
Explanation of Usage Metric	A 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.
Piece Size	1 Piece = 1000 Site Visits per month
Pre-requisite	At least one (1) SAP Portal administrator
Additional Terms	<ul style="list-style-type: none"> ◦ SAP Portal service, consumer edition is limited to access by individuals other than employees and contractors within the Customer's organization
Previously referred as	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal SAP Cloud Platform Portal, consumer edition

SAP Cloud Portal service administrator	
Cloud Service Description	The Cloud Service is an administrator user that manages the SAP Portal service instance ranging from content and access rights to the content deployed on the portal.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service
Previously referred to as	SAP HANA Cloud Platform, portal administrator SAP HANA Cloud Portal, administrator SAP Cloud Platform, portal administrator

SAP Cloud Transport Management	
Cloud Service Description	The Cloud Service enables Customers to manage the transports between SAP Cloud Platform sub-accounts.
Usage Metric	GB of bandwidth
Explanation of Usage Metric	GB of bandwidth is defined as an amount of data traffic transmitted and received by the Cloud Service
Piece Size	1 Piece = 1GB bandwidth
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Transport Management

SAP Continuous Integration and Delivery	
Cloud Service Description	The Cloud Service enables developers to create and run CI/CD pipelines that automatically test, build and deploy code changes.
Usage Metric	Compute Hours
Explanation of Usage Metric	Compute Hours are defined as one hour, or portion thereof, consumed by a build running on a virtual machine with minimum 1.4 cores and 4GB RAM.
Piece Size	1 Piece = 1 Compute Hour
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Continuous Integration and Delivery

SAP Conversational AI	
<p>Terms governing SAP Conversational AI are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Conversational%20AI&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.</p>	

SAP Credential Store	
Cloud Service Description	The Cloud Service provides a secure repository for passwords, tokens, keys or files to the applications running on the SAP Business Technology Platform.
Usage Metric	Records
Explanation of Usage Metric	Records are the number of objects processed by the Cloud Service each month. For purposes of the Cloud Service, objects mean credentials.
Piece Size	1 Piece = 10 Records
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Credential Store

SAP Custom Domain	
Cloud Service Description	The Cloud Service allows Customers to expose an application publicly, using a domain specific to their company.
Usage Metric	Custom Domains
Explanation of Usage Metric	Custom Domain means a domain requested and configured by Customer for Platform Applications, instead of the default SAP subdomain
Piece Size	1 Piece = 1 Custom Domain
Previously referred to as	SAP Cloud Platform custom domain

SAP Data Intelligence	
<p>Terms governing SAP Data Intelligence are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Data%20Intelligence&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.</p>	

SAP Data Privacy Integration	
Cloud Service Description	The Cloud Service allows Customers to integrate and manage data privacy purposes between Customer's applications
Usage Metric	Tenants and GB of storage
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service GB of storage is defined as the amount of cloud storage
Piece Size	1 Piece = 1 Tenant or 1 GB of storage
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Data Privacy Integration

SAP Data Quality Management	
Terms governing SAP Data Quality Management are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Data%20Quality%20Management&sort=title_asc , and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.	

SAP Data Retention Manager	
Cloud Service Description	The Cloud Service helps the application manage the blocking and deletion of data based on the residence and retention rules of the data.
Usage Metric	Monthly flat fee
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees
Previously referred to as	SAP Cloud Platform Data Retention Manager

SAP Document Management	
Cloud Service Description	The Cloud Service is a central abstraction layer to help Customers manage documents and attachments across the enterprise. There are two editions available, application edition and integration edition.
Usage Metric	API Calls and GB of storage
Explanation of Usage Metric	An API Call means a single call made to the Cloud Service API from an application. The API Call is used to send any user action or system action from the application to the Cloud Service. GB of storage is defined as the amount of cloud storage.
Piece Size	1 Piece = 50,000 API Calls 1 Piece = 100 GB of storage
Previously referred to as	SAP Cloud Platform Document Management

SAP Document service	
Cloud Service Description	The Cloud Service provides: <ul style="list-style-type: none"> an on-demand repository for the storage of unstructured or semi-structured data; a Git Service to store and version source code of Platform Applications; and private workspaces to users of SAP Document service.
Usage Metric	GB of storage
Explanation of Usage Metric	GB of storage is defined as the amount of cloud storage
Piece Size	1 Piece = 10 GB of storage
Previously referred to as	SAP HANA Cloud Platform, unstructured storage SAP Cloud Platform Document service

SAP Edge Services	
Terms governing SAP Edge Services are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=leonardo&sort=title_asc , and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.	

SAP Event Mesh	
Cloud Service Description	The Cloud Service helps enable high-volume, asynchronous communication between systems.
Usage Metric	GB of bandwidth
Explanation of Usage Metric	A GB is a measure of the total inbound and outbound data processed in the Cloud Service in a month.
Piece Size	1 Piece = 1 gigabyte of data
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service does not persist data but is only processing messages. Message data is stored in messages and is deleted after consumption. Configuration data is backed-up. The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Enterprise Messaging

SAP Fiori Cloud Foundation	
Cloud Service Description	SAP Fiori Cloud Foundation provides access to and support for Fiori content.
Usage Metric	Monthly flat fee per piece
Explanation of Usage Metric	Flat fee means fixed monthly subscription fees

SAP Forms by Adobe	
<p>Terms governing SAP Forms by Adobe are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Forms+by+Adobe&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.</p>	

SAP HANA Cloud	
<p>Terms governing SAP HANA Cloud are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=HANA%20Cloud&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.</p>	

SAP HANA service (SAP DC), enterprise edition					
Cloud Service Description	The Cloud Service allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database platform edition instance.				
Usage Metric	Entitlements Package				
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service				
Piece Size	1 Piece = 1 instance of a particular T-Shirt size				
Available T-Shirt sizes in Neo environment:					
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		
Available T-Shirts in Microsoft Azure environment:					
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			

Previously referred to as	SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition
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SAP HANA service (SAP DC), standard edition					
Cloud Service Description	The Cloud Service allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database base edition instance.				
Usage Metric	Entitlements Package				
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service				
Piece Size	1 Piece = 1 instance of a particular T-Shirt size				
Available T-Shirt sizes in Neo environment:					
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		
Available T-Shirts in Microsoft Azure environment:					
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			
Previously referred to as	SAP Cloud Platform SAP HANA service (SAP DC), standard edition				

SAP HANA spatial services	
Cloud Service Description	The Cloud Service support business processes which require spatial data processing and analysis from multiple sources, such as Earth observation images, weather information, and business data.
Usage Metric	Subscription: Entitlements Package Cloud Credits Model, Standard Plan: Transactions, GB and Users Cloud Credits Model, Light Plan: Transactions
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service 1 Piece = 1 block of Starter Package or 1 block of Professional Package Starter Package block includes 8,500 Transactions and 25GB of disk space storage Professional Package block includes 67,000 Transactions and 150GB of disk space storage 1 Transaction = 100 Standard API calls or 1 Advanced API call Standard and Advanced API calls are specified in the Documentation. 1GB = 1GB of disk space storage 1 User = an individual authorized to access the Cloud Service.

Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service should not be used to process or store personal data. 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. The EU Access option is not available for the Cloud Service. 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 thirty (30) days only to the extent necessary for enabling or improving an end user's use of SAP HANA spatial services is allowed.
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SAP Integration, DI edition											
Cloud Service Description	The Cloud Service integrates data between SAP cloud applications, third party applications and on-premise solutions. SAP Integration is an open, flexible, on-demand integration system running as a core service on SAP Business Technology Platform.										
Usage Metric	Tenants										
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service.										
Piece Size	1 Piece = 1 instance of SAP Integration, DI edition										
Included Resources	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%;">DI edition</th> </tr> </thead> <tbody> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Not Included</td> </tr> <tr> <td>connections</td> <td>3</td> </tr> <tr> <td>bandwidth (out)</td> <td>10 GB / month</td> </tr> </tbody> </table>		DI edition	Data Integration	Included	Process Integration	Not Included	connections	3	bandwidth (out)	10 GB / month
	DI edition										
Data Integration	Included										
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connections	3										
bandwidth (out)	10 GB / month										
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. 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. 										
Previously referred to as	SAP HANA Cloud Platform, integration service, DI edition SAP Cloud Platform Integration, DI edition										

SAP Integration, PI edition											
Cloud Service Description	The Cloud Service integrates processes between SAP cloud applications, third party applications and on-premise solutions. SAP Integration is an open, flexible, on-demand integration system running as a core service on SAP Business Technology Platform.										
Usage Metric	Tenants										
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service.										
Piece Size	1 Piece = 1 instance of SAP Integration, PI edition										
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bandwidth (out)	10 GB / month										
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service. 										
Previously referred to as	SAP HANA Cloud Platform, integration service, PI edition SAP Cloud Platform Integration, PI edition										

SAP Integration, additional connections	
Cloud Service Description	SAP Integration, additional connections may be added to an existing subscription of SAP Integration.
Usage Metric	Connections
Explanation of Usage Metric	A connection is an association between two unique end points via the SAP Integration. 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.
Piece Size	1 connection = 1 Piece
Additional Terms & Conditions	<ul style="list-style-type: none"> Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions connected using the Cloud Service
Previously referred to as	SAP HANA Cloud Platform, integration service, additional connectionsSAP Cloud Platform Integration, additional connections

SAP Integration Suite, basic edition	
Cloud Service Description	The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
Usage Metric	Tenants and Messages
Explanation of Usage Metric	<ul style="list-style-type: none"> A Tenant means a Customer-specific instance of the Cloud Service. A Message means an electronic communication exchanged via the capabilities of 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.
Piece Size	1 Piece = 1 Tenant
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service includes 10,000 Messages per month. Additional Messages are available for an additional fee in blocks of 10,000. Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service 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.
Previously referred to as	SAP Cloud Platform Integration Suite, basic edition

SAP Integration Suite, standard edition	
Cloud Service Description	The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
Usage Metric	Tenants and Messages
Explanation of Usage Metric	<ul style="list-style-type: none"> A Tenant means a Customer-specific instance of the Cloud Service. A Message means an electronic communication exchanged via the capabilities of 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.
Piece Size	1 Piece = 1 Tenant
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service includes 10,000 Messages per month. Additional Messages are available for an additional fee in blocks of 10,000. Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service 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

	<p>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.</p> <ul style="list-style-type: none"> • 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. • The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Integration Suite, standard edition

SAP Integration Suite, premium edition	
Cloud Service Description	The Cloud Service is a dynamic, flexible and enterprise-grade platform that can help simplify integrations for SAP and non-SAP applications - on cloud and on-premise.
Usage Metric	Entitlements Package
Explanation of Usage Metric	Entitlements Package means a defined set of entitlements for the Cloud Service.
Piece Size	1 Piece = 1 set of entitlements of SAP Integration Suite, premium edition.
Set of Entitlements	<ul style="list-style-type: none"> • 4 Tenants • 10,000,000 Messages per month • SAP Transport Management • SAP Alert Notification
Additional Terms & Conditions	<ul style="list-style-type: none"> • Additional Tenants are available for an additional fee. • Additional Messages are available for an additional fee in blocks of 10,000. • Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service • 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. • 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

	<p>and SAP may continue to use such Customer Integration Content for further training of machine learning algorithms.</p> <ul style="list-style-type: none"> • SAP Cloud Platform Transport Management Service and SAP Cloud Platform Alert Notification Service may only be used in conjunction with Cloud Service use cases and not for any stand-alone uses. • The System Availability Service Level for the Cloud Service is 99.95%.
Previously referred to as	SAP Cloud Platform Integration Suite, enterprise edition

SAP Integration Suite, premium edition, additional instance	
Cloud Service Description	The Cloud Service may be added to an existing subscription of SAP Integration Suite, Premium edition if additional instances are needed.
Usage Metric	Tenant
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service
Piece Size	1 Piece = 1 Tenant
Previously referred to as	SAP Cloud Platform Integration Suite, premium edition, additional instance

SAP Integration Suite, additional messages	
Cloud Service Description	The Cloud Service may be added to an existing subscription of SAP Integration Suite if additional messages are needed.
Usage Metric	Messages
Explanation of Usage Metric	A Message means an electronic communication exchanged via the capabilities of 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.
Piece Size	1 Piece = 1 Block of 10,000 messages
Previously referred to as	SAP Cloud Platform Integration Suite, additional messages

SAP Intelligent Robotic Process Automation	
Cloud Service Description	<p>The Cloud Service supports customers to build intelligent bots which emulate human users and automate manual processes. The Cloud Service is a hybrid solution comprised of three components:</p> <ul style="list-style-type: none"> - Design the automation processes with Cloud Studio and Desktop Studio; - Orchestrate the automation processes with Cloud Factory; and - Execute the automation processes with the on-premise desktop agent(s).
Usage Metric	Concurrent Sessions and Transactions
Explanation of Usage Metric	<p>Concurrent Sessions are 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.</p> <p>Transactions are messages, jobs, or tasks processed by the Cloud Service monthly. Under the Transactions Usage Metric one production tenant and one test tenant are provided. The test tenant may not be used for productive business purposes, and no personal data may be processed in the test tenant.</p>
Piece Size	1 Piece = 1000 Transactions, 1 Concurrent Session unattended, or 10 Concurrent Sessions attended
Additional Terms & Conditions	<ul style="list-style-type: none"> • To the extent SAP provides support services for the on-premise components of the Cloud Service, the Personal Data Processing Agreement for SAP Support and Professional Service applies to such support services, and is located here: https://www.sap.com/about/agreements/data-processing-agreements.html?tag=agreements:data-processing-agreements/support-professional-services. • Customer must read and understand the license rights for all third-party products that Customer may use as the basis for creating a skill or process using the Cloud Service. SAP is not responsible for any violations of third-party license rights by Customer in its use of the Cloud Service.

	<ul style="list-style-type: none"> Bots created and stored in the Cloud Service will be deleted if they are inactive for 12 months.
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SAP Internet of Things

Terms governing SAP Internet of Things are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Internet+of+Things&sort=latest_desc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.

SAP Job Scheduling service

Cloud Service Description	The Cloud Service supports Customers to define and manage jobs that run once, or on recurring schedules.
Usage Metric	Job Executions
Explanation of Usage Metric	Job Executions are the number of jobs executed by the Cloud Service.
Piece Size	1 Piece = 10,000 Job Executions
Additional Terms & Conditions	<ul style="list-style-type: none"> The System Availability Service Level for the Cloud Service is 99.95%. EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Job Scheduler

SAP Launchpad service

Cloud Service Description	The Cloud Service enables Customers to build launchpad sites following the SAP Fiori user experience, integrating SAP, custom-build and third-party applications.
Usage Metric	Active Users
Explanation of Usage Metric	Active Users are the number of individuals that access the Cloud Service at any time during a calendar month.
Previously referred to as	SAP Cloud Platform Launchpad

SAP Market Rates Management

Terms governing SAP Market Rates Management are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Market%20Rates%20Management&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.

SAP Master Data for business partners

Cloud Service Description	The Cloud Service is a re-usable master data service on SAP Business Technology Platform which allows consumption of master data by SAP and non-SAP applications from a single platform. This helps enable multiple cloud or on-premise applications to utilize single source of master data.
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to the Cloud Service API from an application. The API Call is used to send any user action or system action from the application to the Cloud Service.
Piece Size	1 Piece = 1000 API Calls
Additional Terms & Conditions	<ul style="list-style-type: none"> Each subscription to the Cloud Service includes 16GB of SAP HANA service storage. Additional storage is available for an additional fee in blocks of 16GB. EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Master Data Management SAP Cloud Platform Master Data for business partners

SAP Master Data Integration

Cloud Service Description	The Cloud Service serves as a central integration point for master data integration, ensuring a consistent view on master data across the customer's SAP landscape.
Usage Metric	GB of Bandwidth, GB of Storage
Explanation of Usage Metric	GB of Bandwidth is a measure of the total inbound and outbound data processed in the Cloud Service in a month. GB of storage is defined as the amount of cloud storage

Piece Size	1 Piece = 1 Gigabyte of Bandwidth or 1 Gigabyte Storage
Additional Terms & Conditions	<ul style="list-style-type: none"> • The System Availability Service Level for the Cloud Service is 99.95%. • The service is free for usage from SAP-branded cloud applications. • EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Master Data Integration

SAP Mobile Services	
Cloud Service Description	The Cloud Service is a mobile app platform delivered as a service that enables Customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Users per month
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service. For purposes of Platform Cloud Services, Users include individuals authorized to access a Platform Application
Additional Terms & Conditions	<ul style="list-style-type: none"> • Users must be employees of Customer or Customer’s Affiliates, or of business partners of Customer accessing the Customer mobile applications solely in support of Customer’s internal business operations. Except for Platform Applications, Customer may not upload any other SAP, Customer or third party applications or databases to the Cloud Service. Customer may not otherwise make Platform Applications available to third parties, including, without limitation, as part of a software license or subscription, software-as-a-service, outsourcing or similar commercial arrangement with the User . Customer is responsible for providing access to Users and ensuring Users comply with the terms of this Agreement. For purposes of the Supplement, “Customer Data” shall include all Platform Applications, Content, materials, data and information provided by Customer and its Users. <p>In order to support the connection between Customer solutions with the Cloud Service (“Customer Solutions”), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions:</p> <ol style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. <ul style="list-style-type: none"> • Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Mobile Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement. • The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the processing operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged. • The System Availability Service Level for the Cloud Service is 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.
Previously referred to as	SAP HANA Cloud Platform, mobile services SAP Cloud Platform mobile service for development and operations SAP Cloud Platform Mobile services

SAP Mobile Services, consumer edition

Cloud Service Description	The Cloud Service is a mobile app platform delivered as a service that enables Customers to create and operate mobile applications with offline support, notification services, back-end integration and enterprise-grade security.
Usage Metric	Resources
Explanation of Usage Metric	A Resource is a unique individual or non-human asset accessing or being managed by the cloud service
Piece Size	1 Piece of Consumer Edition = 50,000 Resources
Additional Terms & Conditions	<ul style="list-style-type: none"> Resources include only individual consumers of Customer's products or services. In order to support the connection between Customer solutions with the Cloud Service ("Customer Solutions"), Customer may use supported third party technologies to connect the Cloud Service to Customer solutions via APIs provided with the Cloud Service. Any such connections are subject to the following conditions: <ul style="list-style-type: none"> i. APIs are subject to ongoing changes. It is Customer's responsibility to adapt the Customer Solution to such changes to APIs. ii. SAP is not responsible for any issue or malfunction in the Cloud Service caused by use of the APIs except as permitted in this Agreement. Use of Google Cloud Messaging ("GCM") and Apple Push Notifications ("APN"). The Cloud Service is enabled to allow Customers to utilize GCM and APN to send messages from the Cloud Service to Active Users using a mobile device. When using GCM or APN, (a) Customer is responsible for all registrations required to place its mobile apps on the Apple/Google store and use APN/GCM in association with their mobile apps, (b) APN/GCM is subject to the iOS Developer Program License Agreement (including Attachment 1 thereto) and the Android Cloud to Device Messaging Terms of Cloud Service, respectively, and in particular, the advertising/marketing restrictions of the iOS Developer Program License Agreement, and Customer agrees to comply with such terms and (c) APN/GCM are not provided as part of the Cloud Services and thus excluded from all representations, warranties, indemnifications and support obligations under this Agreement. The Tools included in the subscription for the Cloud Service may include certain third party open source and/or other free download components (collectively, the "Free Download Components"). Please refer to http://www.sybase.com/thirdpartylegal for certain notices relating to the Free Download Components. The Personal Data Processing Agreement for SAP Cloud Services referenced in or attached to the Order Form is modified as follows: Back up of Customer Data and network access to allow Customer Data transfer are not included in the Processing Operations of the Cloud Service. In all other respects, the Personal Data Processing Agreement for SAP Cloud Services applies to the Cloud Service unchanged. The System Availability Service Level for the Cloud Service is 99.9% on SAP BTP, Neo environment and 99.95% on SAP BTP, Cloud Foundry environment.
Previously referred to as	SAP HANA Cloud Platform, mobile services, consumer edition SAP Cloud Platform mobile service for development and operations, consumer edition SAP Cloud Platform, Mobile Services, consumer edition

SAP Personal Data Manager

Cloud Service Description	The Cloud Service provides Customers access to information on how personal data is stored and used by Customer's applications.
Usage Metric	Tenants
Explanation of Usage Metric	A Tenant means a Customer-specific instance of the Cloud Service
Piece Size	1 Piece = 1 Tenant
Additional Terms	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.
Previously referred to as	SAP Cloud Platform Personal Data Manager

SAP Print service

Cloud Service Description	The Cloud Service allows Customer to send documents for printing on a physical printer, and monitor print status.
Usage Metric	Documents
Explanation of Usage Metric	Documents are unique records processed by the Cloud Service. One document can consist of a maximum 250KB. If a document consists of more than 250KB, each additional 250KB will be charged as an additional Document.
Piece Size	1 Piece = 1000 Documents
Additional Terms	EU Access is not available for the Cloud Service.

SAP Rapid Application Development by Mendix

Cloud Service Description	The Cloud Service is a high productivity, low code development tool and Cloud Foundry-based runtime offering. Customers can design, build, deploy and manage Platform Applications.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access a Platform Application created using SAP Cloud Platform Rapid Application Development by Mendix. For purposes of counting Users, every ten External Users is equivalent to one User. "External User" means a User who logs on to access a Platform Application no more than once a week for a maximum of thirty (30) minutes per week, excluding individuals accessing solely for development activities.
Additional Terms & Conditions	<ul style="list-style-type: none"> Individual Users are required to register and accept the Terms of Use and Privacy Policy of Mendix. The terms of the Agreement supersede the Mendix Terms of Use for any User. Customer may download the Mendix Modeler from the Mendix App Store here: https://appstore.home.mendix.com/index3.html. The Mendix Modeler is a Tool, and may only be used to develop Platform Applications by Authorized Users. The Mendix Modeler is part of the Cloud Service. Customer shall be responsible for the physical security of the Mendix Modler. The System Availability Service Level Agreement does not apply to the Mendix Modeler. Customer is responsible for the installation and operation of the Mendix Modeler, including any updates made available by Mendix or SAP.
Previously referred to as	SAP Cloud Platform Rapid Application Development by Mendix

SAP Responsibility Management service

Cloud Service Description	The Cloud Service provides capabilities to determine agents who are responsible for business processes and objects, automatically notify them, and log determined responsibilities.
Usage Metric	API Calls
Explanation of Usage Metric	An API Call means a single call made to a Cloud Service API from a Customer application. The API Call is used to send any user action or system action from the Customer application to the Cloud Service.
Piece Size	1 Piece = 1,000 API Calls
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

SAP Serverless Runtime service

Cloud Service Description	The Cloud Service enables developers to develop extensions to existing services on the SAP Business Technology Platform by providing a serverless runtime and by providing services which allow managed access to exposed REST/OData-APIs
Usage Metric	Capacity Unit
Explanation of Usage Metric	<ul style="list-style-type: none"> The Usage Metric for the Cloud Service is Capacity Units per month. Each service specified in the table below has a corresponding number of Capacity Units allocated to usage of a specified amount of the service. 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.
Piece Size	<ul style="list-style-type: none"> Serverless Runtime Invocations (Invocations): This is the number of how often the extension function on the serverless runtime is executed. One Million such serverless runtime Invocations equate to 1.2 Capacity Units. Serverless Runtime Memory (GB-seconds): Runtime memory is the allocated memory and duration used by the extension function when

	<p>being executed. One Hundred Thousand GB-seconds of allocate serverless runtime memory equates to 6 Capacity Units.</p> <ul style="list-style-type: none"> - Service Provisioning (API Calls): This is the number of calls to all registered REST-APIs. One hundred thousand such API calls equate to 2 Capacity Units. Storage (GB): This is the storage that is being used for developing and running the extension functions. One GB per month equates to 60 Capacity Units.
Additional Terms & Conditions	<ul style="list-style-type: none"> • Runtime Memory is the amount of memory (128MB to 1GB in multiple of 128MB) allocated for an execution unit for the duration of all the executions of an extension function. • An execution unit gets invoked for all the execution of an extension function that is deployed. • Duration is a period of time where there is at least one execution of the extension function in progress, rounded up to the next nearest 100ms with a minimum duration of 100ms and maximum timeout is 5 minutes. • All the executions of an extension function in an execution unit share the same allocated runtime memory. • The runtime memory stays allocated for the execution unit of the extension function until no executions/invocations are in progress. • During the course of execution, if an extension function • tries to use more than the allocated memory, then the execution terminates. • Invocations are counted each time an extension function is executed in response to an event (Business Event, HTTP, timer etc..). • Invocations are counted irrespective of the outcome of the function. • API Calls are the Invocations of the APIs/Services (Odata Services, REST APIs, any other end points) that are registered in the services with a meter size of 5 MB (Request & Response payloads, together) • Each API call can have up to a maximum of 50MB of Request/Response Payload in total. • API Calls are counted irrespective of the outcome of the API call response. • Storage in GB is calculated hourly based on the maximum consumed storage during this period. •
Previously referred to as	SAP Cloud Platform Extension Factory, serverless runtime SAP Cloud Platform Serverless Runtime

SAP Translation Hub

Terms governing SAP Translation Hub are contained in the Supplemental Terms located at https://www.sap.com/about/trust-center/agreements/cloud/cloud-services.html?tag=language:english&search=Translation%20Hub&sort=title_asc, and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.

SAP Web Analytics

Cloud Service Description	The Cloud Service is a tool to enable Customer in the collection, reporting, and analysis of website data for understanding and optimizing web usage to measure organizational goals, drive strategy and help improve the user's experience.
Usage Metric	Records
Explanation of Usage Metric	Records are records in the Cloud Service generated by a user interaction with a web application. Each action on a web application generates a separate record.
Piece Size	1 Piece = 10,000,000 Records
Additional Terms & Conditions	<ul style="list-style-type: none"> • EU Access is not available for the Cloud Service.

SAP Web IDE

Cloud Service Description	The Cloud Service is an extensible, web-based tool that helps simplify end-to-end SAP Fiori, SAPUI5, and full-stack SAP business application lifecycle: prototyping, development, packaging, deployment, and Customer extensions.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service
Piece Size	1 Piece = 1 block of five Users of the SAP Web IDE development tools Each Piece of SAP WebIDE includes the following:

	Per Block of 5 Users
SAP Cloud Platform Document service	5 GB
SAP Cloud Platform, bandwidth	5 GB/month

SAP Workflow Management	
Cloud Service Description	The Cloud Service offers tools and features to help build, run and manage workflows, from simple approvals to end-to-end processes that span across different organizations and applications. The Cloud Service includes web-based tools for workflow modeling, APIs for consumption in custom applications, monitoring tools and a set of Fiori-based applications for end user access.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service. For purposes of Platform Cloud Services, Users include individuals authorized to access a Platform Application
Additional Terms & Conditions	<ul style="list-style-type: none"> The Cloud Service includes 30 MB per User of storage and 100 MB per User, per month of outbound bandwidth. The Cloud Service includes specific integration points to peer systems which are described in the Documentation. These integration points may be changed or deprecated by SAP upon reasonable notice to Customer, and it is Customer's responsibility to ensure that it maintains the integration with connected peer systems upon SAP's change to or deprecation of any integration point.
Previously referred to as	SAP Cloud Platform Workflow SAP Cloud Platform Workflow Management

SAP Work Zone	
Cloud Service Description	The Cloud Service provides capabilities for creating orchestrating and extending experience-based interactions across the enterprise.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service. For purposes of Platform Cloud Services, Users include individuals authorized to access a Platform Application
Additional Terms & Conditions	<ul style="list-style-type: none"> EU Access is not available for the Cloud Service.

Service Ticket Intelligence	
Cloud Service Description	The Cloud Service includes features for automating service ticket classification and providing recommended solutions to the service agent based on the unstructured text in service tickets.
Usage Metric	Transactions
Explanation of Usage Metric	Transactions are the number of objects processed by the Cloud Service each month.
Piece Size	1 Piece = 100 Transactions
Additional Terms & Conditions	<ul style="list-style-type: none"> The quality of the match provided by the Cloud Service is dependent, in part, on the quality of the ticket information provided by Customer. Customer Data only persists in the Cloud Service for as long as required to perform the Customer-requested analysis per Record processed. Therefore, Customer Data cannot be retrieved by Customer from the Cloud Service during the Subscription Term or thereafter. The System Availability Service Level for the Cloud Service is 99.5%. EU Access is not available for the Cloud Service.

UI5 flexibility for key users	
Cloud Service Description	The Cloud Service provides UI adaptation capabilities for Customer's UI5 applications on Cloud Foundry.
Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service. For purposes of Platform Cloud Services, Users include individuals authorized to access a Platform Application