

## SAP Cloud Platform– Service Description Guide

Cloud Services	
<a href="#">SAP Cloud Platform Java server (&lt;size&gt;)</a>	<a href="#">SAP Cloud Platform blockchain service</a>
<a href="#">SAP Cloud Platform bandwidth</a>	<a href="#">SAP Enterprise Messaging</a>
<a href="#">SAP Cloud Platform Document service</a>	<a href="#">SAP Fiori Cloud</a>
<a href="#">SAP Cloud Platform custom domain</a>	<a href="#">SAP Cloud Platform mobile service for development and operations</a>
<a href="#">SAP Cloud Platform Identity Authentication</a>	<a href="#">SAP Cloud Platform mobile service for development and operations, consumer edition</a>
<a href="#">SAP Cloud Platform Identity Provisioning</a>	<a href="#">SAP Cloud Platform Internet of Things service</a>
<a href="#">SAP Cloud Platform Portal, consumer edition</a>	<a href="#">SAP Cloud Platform Remote Data Sync (&lt;size&gt;)</a>
<a href="#">SAP Cloud Platform Portal</a>	<a href="#">SAP Cloud Platform Web IDE</a>
<a href="#">SAP Cloud Platform portal administrator</a>	<a href="#">SAP Cloud Platform Gamification</a>
<a href="#">SAP Cloud Platform Virtual Machine (&lt;size&gt;)</a>	<a href="#">SAP Cloud Platform Predictive service</a>
<a href="#">SAP Cloud Platform SAP HANA server (&lt;size&gt;, BYOL)</a>	<a href="#">SAP Cloud Platform Build</a>
<a href="#">SAP Cloud Platform SAP HANA service (SAP DC), standard edition (&lt;size&gt;)</a>	<a href="#">SAP Cloud Platform Big Data Services</a>
<a href="#">SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition(&lt;size&gt;)</a>	<a href="#">SAP Cloud Platform Workflow</a>
<a href="#">SAP Cloud Platform SAP HANA service, standard edition</a>	<a href="#">SAP Cloud Platform, application runtime</a>
<a href="#">SAP Cloud Platform SAP HANA service, enterprise edition</a>	<a href="#">MongoDB on SAP Cloud Platform</a>
<a href="#">SAP HANA Spatial Service</a>	<a href="#">PostgreSQL on SAP Cloud Platform</a>
<a href="#">SAP Cloud Platform SAP ASE service (&lt;size&gt;)</a>	<a href="#">RabbitMQ on SAP Cloud Platform</a>
<a href="#">SAP Cloud Platform Streaming Analytics (&lt;size&gt;)</a>	<a href="#">Redis on SAP Cloud Platform</a>
<a href="#">SAP Cloud Platform Integration</a>	<a href="#">Object Store on SAP Cloud Platform</a>
<a href="#">SAP Cloud Platform API management</a>	<a href="#">SAP Cloud Platform Rapid Application Development by Mendix</a>
<a href="#">SAP Document Center</a>	
Cloud Packages	
<a href="#">SAP Cloud Platform, starter edition 32 GB &amp; 64 GB</a>	
<a href="#">SAP Cloud Platform, app services package, standard edition</a>	
<a href="#">SAP Cloud Platform, app services package, professional edition</a>	
<a href="#">SAP Cloud Platform, app services package, premium edition</a>	
<a href="#">SAP Cloud Platform, free edition</a>	
Extension Packages	
<a href="#">SAP Cloud Platform, extension package, standard edition</a>	
<a href="#">SAP Cloud Platform, extension package, premium edition</a>	

## 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 **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**.

### Disaster Recovery

#### Disaster

A disaster is only declared by SAP when there is a loss of utilities and services and uncertainty on whether utilities and services can be restored within a reasonable period of time. As long as the production site has power and is connected to the Internet, it will not be considered a disaster. Emergency incidents are assessed by SAP Cloud Platform and SAP Corporate Infrastructure Services. An SAP management member with proper authorization must officially declare a disaster in order to initiate a Disaster Recovery plan. Operations from the "Disaster Recovery site" could last anywhere from a few weeks to many months. Initiation of the failback plan is at SAP's sole discretion.

#### Standard Disaster Recovery

SAP Cloud Platform standard subscription fees (for services provisioned on the Neo environment) include standard disaster recovery service with the following capabilities (i) offsite database backups to disk (i.e. full data backup once per day/ log backup every 30 min/ replication of backups and log files to offsite storage array several times per day); and (ii) commercially reasonable efforts to restore productive tenants from backups as soon as practicable in case of a disaster resulting in loss of the production data center.

#### Enhanced Disaster Recovery (EDR) Service

For certain SAP Cloud Platform services specified in the Documentation, SAP shall provide EDR service in the following production data centers: EU1 (St. Leon-Rot, Germany), US1 (Ashburn, Virginia, USA), US2 (Phoenix, Arizona, USA), US3 (Sterling, Virginia, USA), and AP1 (Sydney, Australia).

EDR service includes (i) Recovery Point Objective (RPO): target age of data is no more than 30 minutes and (ii) Recovery Time Objective (RTO): full restoration of SAP Cloud Platform EDR enabled services within 4 hours (time required for declaration of a disaster is included). SAP will perform annual EDR testing with select customers once per year. EDR enabled SAP Cloud Platform services along with corresponding Customer Data and configurations are mirrored to a disaster recovery site. In case of disaster, the EDR enables SAP Cloud Platform services in the disaster recovery site replace those in the primary data center.

Customer will receive SAP Cloud Platform EDR service for a Platform Application(s) when Customer has allocated to EDR via SAP Cloud Platform provisioning self-service a duplicate set of all SAP Cloud Platform services utilized by the Platform Application. The duplicate SAP Cloud Platform services allocated to EDR require separate subscriptions (and associated fees).

### High Availability

#### High Availability option for HANA and ASE Service in SAP's data centers

SAP shall provide High Availability for SAP Cloud Platform, HANA service or SAP Cloud Platform ASE service with an availability SLA of 99.95% per month if Customer has allocated to High Availability via SAP Cloud Platform provisioning self-service a duplicate of SAP Cloud Platform, HANA service or SAP Cloud Platform ASE service, as applicable. The duplicate SAP Cloud Platform services allocated to High Availability require separate subscriptions (and associated fees). In all other respects, the Service Level Agreement for SAP Cloud Services referenced in the Order Form applies to the applicable SAP Cloud Platform 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

<b>SAP Cloud Platform Java server</b>																
<b>Cloud Service Description</b>	Java server means a virtualized hardware resource used by Java-based Platform Applications.															
<b>Usage Metric</b>	Monthly Flat Fee per Piece															
<b>Explanation of Usage Metric</b>	Flat Fee means fixed monthly subscription fees															
<b>Piece Size</b>	1 Java server = 1 Piece															
<b>Available T-Shirt Sizes</b>																
	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Size</th> <th>x-small</th> <th>small</th> <th>medium</th> <th>large</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>1</td> <td>2</td> <td>4</td> <td>8</td> </tr> <tr> <td>Memory (MB)</td> <td>2,048</td> <td>4,096</td> <td>8,192</td> <td>16,384</td> </tr> </tbody> </table>	Size	x-small	small	medium	large	Cores	1	2	4	8	Memory (MB)	2,048	4,096	8,192	16,384
Size	x-small	small	medium	large												
Cores	1	2	4	8												
Memory (MB)	2,048	4,096	8,192	16,384												
<b>Service Availability "SLA"</b>	Precondition to System Availability SLA: <ul style="list-style-type: none"> <li>• Java Platform Applications need to run with minimum 2 application processes/nodes</li> <li>• Java Platform Applications need to have an availability check configured</li> </ul>															
<b>Previously referred to as</b>	SAP HANA Cloud Platform, Java server (x-small) = SAP HANA Cloud Paltform, compute unit lite  SAP HANA Cloud Platform, Java server (small) = SAP HANA Cloud Paltform, compute professional  SAP HANA Cloud Platform, Java server (medium) = SAP HANA Cloud Paltform, compute premium  SAP HANA Cloud Platform, Java server (large) = SAP HANA Cloud Paltform, compute premium plus															
	<a href="#">Documentation for this Cloud Service</a>															

<b>SAP Cloud Platform Virtual Machine</b>					
<b>Cloud Service Description</b>	SAP Cloud Platform Virtual Machine is a virtualized infrastructure-as-a-service hardware resource used to host and run SAP or third-party applications.				
<b>Usage Metric</b>	Monthly Flat Fee per Piece				
<b>Explanation of Usage Metric</b>	Flat Fee means fixed monthly subscription fees				
<b>Piece Size</b>	1 virtual machine server = 1 Piece				
<b>Available T-Shirt Sizes</b>					
Size	x-small	small	medium	large	x-large
Cores	1	2	4	8	16
Storage (GB)	20	40	80	160	320
Memory (MB)	2,048	4,096	8,192	16,384	32,768
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>• Customer may use the Cloud Service to host and run separately licensed SAP or third-party applications.</li> <li>• Customer is solely responsible for the security, maintenance, management and support of the applications installed by Customer on the Cloud Service.</li> <li>• Customer is responsible for back up of Customer Data – no back up services are included in the Cloud Service.</li> <li>• The Cloud Service is provided through a single data center. As such, no redundant data center is included for disaster recovery services.</li> <li>• Customer is solely responsible for managing and updating the OS layer of the Cloud Service, including patching the OS with the most recent security patches made available by the OS vendor.</li> <li>• 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 virtual machine infringes or otherwise violates the rights of the third party.</li> </ul>				
<a href="#">Documentation for this Cloud Service</a>					

<b>SAP Cloud Platform bandwidth</b>	
<b>Cloud Service Description</b>	Bandwidth means the amount of data traffic that leaves SAP data centers from Cloud Services to which Customer has subscribed.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat Fee means fixed monthly subscription fees .
<b>Piece Size</b>	1 Piece = 10 GB of Bandwidth

## SAP Cloud Platform Document service

<b>Cloud Service Description</b>	Unstructured storage means: <ul style="list-style-type: none"> <li>• an on-demand repository for the storage of unstructured or semi-structured data;</li> <li>• a Git Service to store and version source code of Platform Applications; and</li> <li>• private workspaces to users of SAP Web IDE.</li> </ul>
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 10 GB of unstructured storage
<b>Previously referred to as</b>	SAP HANA Cloud Platform, unstructured storage
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform custom domain</b>	
<b>Cloud Service Description</b>	Custom Domain means a domain requested and configured by Customer for Platform Applications, instead of the default hana.ondemand.com subdomain.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 Custom Domain
	<a href="#">Documentation for this Service</a>



<b>SAP Cloud Platform Identity Authentication</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Identity Authentication provides secure authentication and single sign-on for users in the cloud.
<b>Usage Metric</b>	Logon Requests per Month
<b>Explanation of Usage Metric</b>	A Logon Request is a single authentication request managed via SAP Cloud Platform identity Authentication. Multiple authentication requests by the same user in a single day are counted as a single logon request.
<b>Piece Size</b>	1 Piece = 100 Logon Requests
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>SAP Cloud Platform, Identity Authentication provides one tenant. If Customer has a subscription for a productive instance of SAP Cloud Platform, Identity Authentication, then Customer can request a second tenant (for testing purposes) which will be provided upon request for no additional cost. Additional production or test tenants beyond this must be purchased separately.</li> </ul>
<b>Previously referred to as</b>	SAP Cloud Identity SAP HANA Cloud Platform, identity management
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform Identity Provisioning</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Identity Provisioning offers identity management functionality such as user and role assignment provisioning from a cloud based repository to cloud and on-premise business systems.
<b>Usage Metric</b>	Monitored Users
<b>Explanation of Usage Metric</b>	Monitored Users are individuals whose information or credentials are monitored by the Cloud Service or who use the reporting console of the Cloud Service.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>▪ SAP Cloud Platform Identity Authentication is included in the subscription to the Cloud Service.</li> <li>▪ Unless otherwise noted, use of SAP Cloud Platform Identity Authentication is limited to use in connection with the Cloud Service.</li> <li>○ Customer must download and deploy the SAP Cloud Platform, cloud connector to connect on-premise SAP systems to the Cloud Service. The cloud connector is part of the Cloud Service, but the System Availability SLA does not apply to the Cloud Connector.</li> <li>○ 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.</li> </ul>
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform Portal</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Portal is a flexible environment that allows Customer to create and extend business websites.
<b>Usage Metric</b>	Per User per month
<b>Explanation of Usage Metric</b>	A User is an individual authorized to access Customer's SAP Cloud Platform Portal.
<b>Pre-requisite</b>	At least one (1) SAP Cloud Platform portal administrator
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>• SAP Cloud Platform Portal is limited to access by individuals within the Customer's organization, including employees and contractors.</li> <li>• Each SAP Cloud Platform Portal subscription also includes:               <ul style="list-style-type: none"> <li>◦ 30 logons of SAP Cloud Platform Identity Authentication per User, per month</li> </ul> </li> </ul>
<b>Previously referred as</b>	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal
	<a href="#">Documentation for this Cloud Service</a>

<b>SAP Cloud Platform Portal, consumer edition</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Portal is a flexible environment that allows Customer to create and extend business websites.
<b>Usage Metric</b>	Site Visits per month
<b>Explanation of Usage Metric</b>	A Site Visit is an individual visit (user session) to Customer's SAP Cloud Platform Portal, by a User. Within a single Site Visit the User can browse an unlimited number of pages belonging to that site.
<b>Piece Size</b>	1 Piece = 1000 Site Visits per month
<b>Pre-requisite</b>	At least one (1) SAP Cloud Platform portal administrator
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>• SAP Cloud Platform Portal, consumer edition is limited to access by individuals other than employees and contractors within the Customer's organization, except as included in the following packages:               <ul style="list-style-type: none"> <li>○ SAP HANA Cloud Platform, app services package, standard edition</li> <li>○ SAP HANA Cloud Platform, app services package, professional edition</li> <li>○ SAP HANA Cloud Platform, app services package, premium edition</li> </ul> </li> </ul>
<b>Previously referred as</b>	SAP HANA Cloud Platform, portal service SAP HANA Cloud Portal
	<a href="#">Documentation for this Cloud Service</a>

<b>SAP Cloud Platform, portal administrator</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform, portal administrator is an administrator user that manages the SAP Cloud Platform, portal service instance ranging from content and access rights to the content deployed on the portal.
<b>Usage Metric</b>	Per User per month
<b>Explanation of Usage Metric</b>	Users are individuals authorized to access the Cloud Service to perform administrative functions.
<b>Previously referred to as</b>	SAP HANA Cloud Platform, portal administrator SAP HANA Cloud Portal, administrator <a href="#">Documentation for this Cloud Service</a>

## SAP Cloud Platform SAP HANA Server (<size>, BYOL)

**Cloud Service Description** Fully provisioned environment for Customer to bring separately purchased SAP HANA license to develop, test and run Platform Applications.

**Usage Metric** Monthly Flat Fee per Piece

**Explanation of Usage Metric** Flat fee means fixed monthly subscription fees

**Piece Size** 1 Piece = 1 instance of a particular T-shirt size

### Available T-Shirt Sizes

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(out)	512 GB /Month			1 TB /Month	

- Additional Terms & Conditions**
- SAP Cloud Platform SAP HANA Server (BYOL) does not include a license to the SAP HANA database or any other database.
  - Customer must have a valid license agreement for the SAP HANA database in order to subscribe to SAP Cloud Platform SAP HANA Server (BYOL). Customer may not use SAP Cloud Platform SAP HANA Server (BYOL) or copy, access or use the SAP HANA database software accessible through the SAP HANA HANA server (BYOL) without such current license.
  - Any attempt to access the SAP HANA database without such a license is a violation of SAP's intellectual property rights and a breach of this Agreement for which Customer will be fully liable to SAP.
  - Customer's use of the SAP HANA database is governed by the license agreement under which it is licensed to Customer and support for the SAP HANA database is provided under the applicable support agreement, if any.
  - No support for the SAP HANA database accessible through SAP HANA Server (BYOL) is provided under this Agreement.

**Previously referred to as** SAP HANA Cloud Platform, SAP HANA server  
SAP HANA Infrastructure Services

[Documentation for this Cloud Service](#)

## SAP Cloud Platform SAP HANA service (SAP DC), standard edition

<b>Cloud Service Description</b>	SAP Cloud Platform SAP HANA service (SAP DC), standard edition allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database base edition instance.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	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 Cloud Foundry environment:

Size	64 GB	128 GB	256 GB	512 GB	1 TB	2 TB
Cores	8 Cores	16 Cores	32 Cores	64 Cores	64 Cores	128 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB	2 TB
Disk Space	1800 GB	1800 GB	2300 GB	3000 GB	5 TB	8 TB
Bandwidth	512 GB/Month			1 TB/Month		

### Additional Terms

- The Cloud Service is provisioned on the Neo environment except for the 2 TB T-shirt size. Customer may request provisioning on the Cloud Foundry environment (if t-shirt size is available in this environment) by raising a service ticket to SAP. Prior to provisioning on the Cloud Foundry environment, Customer must execute an addendum to SAP's Personal Data Processing for SAP Cloud Services.

[Documentation for this Cloud Service](#)

<b>SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition</b>						
<b>Cloud Service Description</b>		SAP Cloud Platform SAP HANA service (SAP DC), enterprise edition allows Customer to develop, test and run Platform Applications- with a fully provisioned HANA environment including subscription-based SAP HANA database platform edition instance.				
<b>Usage Metric</b>		Monthly Flat Fee per Piece				
<b>Explanation of Usage Metric</b>		Flat fee means fixed monthly subscription fees				
<b>Piece Size</b>		1 Piece = 1 instance of a particular T-Shirt size				
<b>Available T-Shirt sizes in Neo environment:</b>						
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		
<b>Available T-Shirts in Cloud Foundry environment:</b>						
Size	64 GB	128 GB	256 GB	512 GB	1 TB	2 TB
Cores	8 Cores	16 Cores	32 Cores	64 Cores	64 Cores	128 Cores
HANA Memory	64 GB	128 GB	256 GB	512 GB	1 TB	2 TB
Disk Space	1800 GB	1800 GB	2300 GB	3000 GB	5 TB	8 TB
Bandwidth	512 GB/Month			1 TB/Month		
<b>Additional Terms</b>			<ul style="list-style-type: none"> <li>The Cloud Service is provisioned on the Neo environment except for the 2 TB T-shirt size. Customer may request provisioning on the Cloud Foundry environment (if t-shirt size is available in this environment) by raising a service ticket to SAP. Prior to provisioning on the Cloud Foundry environment, Customer must execute an addendum to SAP's Personal Data Processing agreement? for SAP Cloud Service.</li> </ul>			
<a href="#">Documentation for this Cloud Service</a>						



<b>SAP Cloud Platform SAP HANA service, standard edition</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform SAP HANA service, standard edition allows Customer to develop, test and run Platform Applications- with a fully provisioned SAP HANA environment including subscription-based SAP HANA database standard edition instance.
<b>Usage Metric</b>	GB
<b>Explanation of Usage Metric</b>	Subscription: 1 Piece = approximately 16 Gigabyte of Memory, 264 Gigabyte of storage and 128 Gigabyte of Bandwidth per Month  Consumption: 1 Piece = approximately 16 Gigabyte of Memory per hour 1 Piece = 1 Gigabyte of Storage per hour
<b>Additional Terms</b>	Prior to provisioning on the Cloud Foundry environment, Customer must execute an addendum to SAP's Personal Data Processing for SAP Cloud Services.
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform SAP HANA service, enterprise edition</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform SAP HANA service, enterprise edition allows Customer to develop, test and run Platform Applications- with a fully provisioned SAP HANA environment including subscription-based SAP HANA database standard edition instance.
<b>Usage Metric</b>	GB
<b>Explanation of Usage Metric</b>	Subscription: 1 Piece = approximately 16 Gigabyte of Memory, 264 Gigabyte of storage and 128 Gigabyte of Bandwidth per Month  Consumption: 1 Piece = approximately 16 Gigabyte Memory per hour 1 Piece = 1 Gigabyte Storage per hour
<b>Additional Terms</b>	Prior to provisioning on the Cloud Foundry environment, Customer must execute an addendum to SAP's Personal Data Processing for SAP Cloud Services.
<a href="#">Documentation for this Cloud Service</a>	

## SAP HANA spatial service

SAP HANA spatial services support business processes which require spatial data processing and analysis from multiple sources, such as Earth observation images, weather information, and business data.

Monthly Flat Fee per Piece

Flat Fee means fixed monthly subscription fees per Piece

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 Basic API calls or 1 Advanced API call

Basic and Advanced API calls are specified in the Documentation.

- 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.

[Documentation for this Cloud Service](#)

## SAP Cloud Platform SAP ASE service

<b>Cloud Service Description</b>	Allows Customer to develop, test and run Platform Applications– with a fully provisioned ASE database environment including subscription-based SAP ASE instances.					
<b>Usage Metric</b>	Monthly Flat Fee per Piece					
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees					
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-shirt size					
<b>Available T-Shirt Sizes</b>						
	<b>Size</b>	<b>X-Small</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>X-Large</b>
	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	
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• SAP ASE service includes use of the SAP ASE Platform Edition and includes the required infrastructure for the relevant T-shirt size.</li> <li>• 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-</li> <li>• Use of the SAP ASE service instance must conform to sizing information in the Documentation.</li> <li>• —</li> </ul>					
<b>Previously referred to as</b>	SAP HANA Cloud Platform, SAP ASE service					
	<a href="#">Documentation for this Cloud Service</a>					

## SAP Cloud Platform Integration for SAP cloud applications

<b>Cloud Service Description</b>	SAP Cloud Platform Integration for SAP cloud applications integrates processes and data between associated SAP cloud applications on one end and third party, cloud applications and on-premise solutions on the other end. SAP Cloud Platform Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.										
<b>Usage Metric</b>	Percentage of SAP cloud application service subscription fee										
<b>Explanation of Usage Metric</b>	Fees for SAP Cloud Platform Integration for SAP cloud applications are based on a percentage of the SAP cloud service subscription fee for the SAP cloud service integrated using SAP Cloud Platform Integration for SAP cloud applications. Fees may increase as fees for the integrated SAP cloud service increase. A separate fee is due for each SAP cloud service integrated using SAP Cloud Platform Integration for SAP cloud applications and each such SAP cloud service may be connected to an unlimited number of systems using SAP Cloud Platform Integration for SAP cloud applications.										
<b>Included Components</b>		<table border="1" style="width: 100%;"> <tr> <td>Data Integration</td> <td>Included</td> </tr> <tr> <td>Process Integration</td> <td>Included</td> </tr> <tr> <td><a href="#">connections</a></td> <td>Unlimited</td> </tr> <tr> <td><a href="#">bandwidth(out)</a></td> <td>Unlimited</td> </tr> </table>	Data Integration	Included	Process Integration	Included	<a href="#">connections</a>	Unlimited	<a href="#">bandwidth(out)</a>	Unlimited	
Data Integration	Included										
Process Integration	Included										
<a href="#">connections</a>	Unlimited										
<a href="#">bandwidth(out)</a>	Unlimited										
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• Each Piece includes one tenant for production usage and one tenant for non-production use of the data integration and process integration capabilities.</li> <li>•</li> <li>• Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>• SAP shall make available for download by Customer the SAP HANA Cloud Integration- Data Services Agent (the "<b>Integration Component</b>") 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 and Customer may not use the Integration Component for any other purpose. The Integration Component is part of the Cloud Service and Customer's use is limited to use by Authorized Users and only for the term of the Agreement. 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.</li> </ul>										
<b>Previously referred to as</b>	SAP HANA Cloud Platform, integration service for SAP cloud applications SAP HANA Cloud Integration, application edition										
<a href="#">Documentation for this Cloud Service</a>											

<b>SAP Cloud Platform Integration, DI edition</b>											
<b>Cloud Service Description</b>	SAP Cloud Platform Integration, DI edition integrates data between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.										
<b>Usage Metric</b>	Monthly Flat Fee per Piece										
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees										
<b>Piece Size</b>	1 Piece = 1 instance of SAP Cloud Platform Integration, DI edition										
<b>Included Resources</b>	<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><a href="#">connections</a></td> <td>3</td> </tr> <tr> <td><a href="#">bandwidth (out)</a></td> <td>10 GB / month</td> </tr> </tbody> </table>		DI edition	Data Integration	Included	Process Integration	Not Included	<a href="#">connections</a>	3	<a href="#">bandwidth (out)</a>	10 GB / month
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Process Integration	Not Included										
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<a href="#">bandwidth (out)</a>	10 GB / month										
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>SAP shall make available for download by Customer the SAP Cloud Platform Integration- Data Services Agent (the "<b>Integration Component</b>") 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.</li> </ul>										
<b>Previously referred to as</b>	SAP HANA Cloud Platform, integration service, DI edition										
<a href="#">Documentation for this Cloud Service</a>											

## SAP Cloud Platform Integration, PI edition

<b>Cloud Service Description</b>	SAP Cloud Platform Integration, PI edition integrates processes between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.											
<b>Usage Metric</b>	Monthly Flat Fee per Piece											
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees											
<b>Piece Size</b>	1 Piece = 1 instance of SAP Cloud Platform Integration, PI edition											
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<a href="#">bandwidth (out)</a>	10 GB / month											
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> </ul>											
<b>Previously referred to as</b>	SAP HANA Cloud Platform, integration service, PI edition											
	<a href="#">Documentation for this Cloud Service</a>											

## SAP Cloud Platform Integration, enterprise edition

<b>Cloud Service Description</b>	SAP Cloud Platform, integration service, enterprise edition integrates processes and data between SAP cloud applications, third party applications and on-premise solutions. SAP HANA Cloud Integration is an open, flexible, on-demand integration system running as a core service on SAP Cloud Platform.																
<b>Usage Metric</b>	Monthly Flat Fee per Piece																
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees																
<b>Piece Size</b>	1 Piece = 1 instance of SAP Cloud Platform Integration, enterprise edition																
<b>Included Resources</b>																	
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 50%; text-align: center;">Enterprise edition</th> </tr> </thead> <tbody> <tr> <td>Data Integration</td> <td style="text-align: center;">Included</td> </tr> <tr> <td>Process Integration</td> <td style="text-align: center;">Included</td> </tr> <tr> <td><a href="#">connections</a></td> <td style="text-align: center;">Unlimited</td> </tr> <tr> <td><a href="#">bandwidth (out)</a></td> <td style="text-align: center;">1 TB / month</td> </tr> <tr> <td><a href="#">API Management</a></td> <td style="text-align: center;">5 million API calls / month</td> </tr> <tr> <td><a href="#">OData provisioning</a></td> <td style="text-align: center;">Included</td> </tr> <tr> <td><a href="#">Enterprise Messaging</a></td> <td style="text-align: center;">150 GB / month</td> </tr> </tbody> </table>		Enterprise edition	Data Integration	Included	Process Integration	Included	<a href="#">connections</a>	Unlimited	<a href="#">bandwidth (out)</a>	1 TB / month	<a href="#">API Management</a>	5 million API calls / month	<a href="#">OData provisioning</a>	Included	<a href="#">Enterprise Messaging</a>	150 GB / month
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<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions integrated using the Cloud Service.</li> <li>• SAP shall make available for download by Customer the SAP Cloud Platform Integration- Data Services Agent (the "<b>Integration Component</b>") 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.</li> <li>• <b>Integration Content Advisor.</b> The SAP Cloud Platform, integration service, enterprise edition, includes the option to use the Integration Content Advisor. Customer may elect to not use this feature by actively switching off the feature flag within the Cloud Service. If Customer elects to use this feature, SAP will use the Integration Content 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. If Customer chooses to not use the Integration Content Advisor, its integration content will not be shared with other customers, and Customer will not have access to similar content from other customers included in the index created by SAP. 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 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 Content Advisor and SAP may continue to make such integration content available to other customers.</li> </ul>																
<b>Previously referred to as</b>	SAP HANA Cloud Platform, integration service, enterprise edition																
<a href="#">Documentation for this Cloud Service</a>																	



<b>SAP Cloud Platform Integration, additional connections</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Integration, additional connections may be added to an existing subscription of SAP Cloud Platform, integration service.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees. A connection is an association between two unique end points via the SAP Cloud Platform 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.
<b>Piece Size</b>	1 connection = 1 Piece
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer shall ensure that it has all necessary license rights for any SAP and/or third-party solutions connected using the Cloud Service</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, integration service, additional connections
<a href="#">Documentation for this Service</a>	

<b>SAP Cloud Platform API Management</b>	
<b>Cloud Service Description</b>	Customer may use the Cloud Service to manage Application Programming Interfaces (APIs), allow consumption of APIs by developers, and permit access to APIs from applications (apps) provided by Customer to end users of such apps.
<b>Usage Metric</b>	API Calls per month
<b>Explanation of Usage Metric</b>	An API Call means a single call made from an API managed with the Cloud Service to Customer's back-end data source.
<b>Piece Size</b>	1 Piece = 1 Million API Calls
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• Each end user requires a key provided by Customer to access an API via an end user app. Any end user accessing or sending data via an API managed with the Cloud Service is deemed an Authorized User.</li> <li>• The Cloud Service includes a developer portal. The developer portal can be accessed by developers granted access by Customer's administrative users. Customer is responsible for issuing access credentials (or certificates) to developers and for any for the actions of any individual using such credentials to access Customer's APIs managed with the Cloud Service.</li> <li>• Analytics Data is data generated by the Cloud Service based on developer and application access to APIs managed with the Cloud Service. Analytics Data provides metrics on API usage. The time period for retention of Analytics Data varies depending on how quickly Analytics Data is created and the volume created. It is stored in the Cloud Service for a minimum of six (6) months and not more than twelve (12) months, at which point the Analytics Data is purged from the SAP systems as new Analytics Data is created and stored. Analytics Data can be accessed by Customer at any time while such data is stored in the Cloud Service.</li> <li>▪ App Data is data called by an app from a Customer data source using an API managed with the Cloud Service. App Data is not stored in the Cloud Service, and is merely passed through the API between the app and the back-end data source. SAP does not provide for encryption of App Data, which is the responsibility of Customer. Further, App Data cannot be accessed by Customer from the Cloud Service during the term of the subscription except to the extent such data is retrieved by an app through an API, or as such data is updated in Customer's back-end data source through the API. Customer is responsible for user authentication for end users of apps that make API requests to Customer's back-end data source.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, API management
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Document Center, cloud edition</b>																						
<b>Cloud Service Description</b>	SAP Document Center cloud edition allows end users to securely access and share business content.																					
<b>Usage Metric</b>	User per month and Cloud Storage																					
<b>Piece Size</b>	1 Piece of Cloud Storage = 2GB of Cloud Storage per month																					
<b>Pre-requisite</b>	Customer must purchase Cloud Storage in an initial minimum storage block of 100 GB that may be shared among Users.																					
<b>Support</b>	<p>The following Support terms apply to SAP Document Center, cloud edition.</p> <p><b>Support for Malfunctions</b></p> <p>SAP will offer support for all malfunctions related to the Cloud Service (each an “<b>Incident</b>”). Incidents must be reported by Customer via the help functionality made available by SAP (or any other support channel introduced by SAP). In the event that SAP must access any of Customer’s systems remotely, e.g., via application sharing, Customer hereby grants to SAP the permission for such remote access. The following Incident priorities shall apply:</p> <table border="1"> <thead> <tr> <th>Incident Priorities</th> <th>Definition</th> <th>Support Availability</th> <th>Support Language</th> <th>Initial Response Time</th> </tr> </thead> <tbody> <tr> <td>Very High</td> <td>The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.</td> <td>24 hours, 6:00 am Monday to 6:00 pm Friday Central European Time</td> <td>English</td> <td>SAP initial response within 1 day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>High</td> <td>A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.</td> <td rowspan="3">Monday to Friday from 9:00 am – 5:00 pm Central European Time</td> <td rowspan="3">English</td> <td>SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.</td> </tr> <tr> <td>Medium</td> <td>A business transaction does not work as expected with minor consequences for the productive operation.</td> <td>Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.</td> </tr> <tr> <td>Low</td> <td>The malfunction has only few or no effects on business transactions.</td> <td>Reasonable response time based on the incident.*</td> </tr> </tbody> </table> <p>*Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted incidents.</p> <p><b>Software Changes</b></p> <p>SAP will proactively apply software updates and patches during the defined maintenance windows. In case a patch needs to be applied outside a maintenance window, SAP will notify Customer in advance.</p> <p><b>Customer Obligations/Preconditions</b></p> <p>As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:</p> <p><b>Key Users</b></p>	Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time	Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	24 hours, 6:00 am Monday to 6:00 pm Friday Central European Time	English	SAP initial response within 1 day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.	Monday to Friday from 9:00 am – 5:00 pm Central European Time	English	SAP initial response within 3 days of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.	Medium	A business transaction does not work as expected with minor consequences for the productive operation.	Reasonable response time based on the incident (usually within 4 days).* SAP will attempt to contact customer to clarify business impact and evaluate incident.	Low	The malfunction has only few or no effects on business transactions.	Reasonable response time based on the incident.*
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	<p>Customer shall identify at least one English-speaking Authorized user as a “Key User”. The Key User is responsible for managing all business related tasks of the Service related to Customer’s business, such as:</p> <ul style="list-style-type: none"> <li>(i) Support end users and manage their Incidents. This includes searching for known solutions in available documentation and liaising with SAP support in the event of new problems</li> <li>(ii) Manage background jobs and the distribution of business tasks across users;</li> <li>(iii) Manage and monitor connections to Customer’s third party systems (if available), such as e-mail, fax, printers;</li> <li>(iv) Support the potential adaptation of the Service.</li> </ul> <p><u>Exploration of self-help tools</u></p> <p>In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.</p>
<p><b>System Availability “SLA”</b></p>	<p>System Availability is 99.5% per month.</p>
<p><b>Additional Terms &amp; Conditions</b></p>	<ul style="list-style-type: none"> <li>• The Cloud Service supports some libraries of the Content Management Interoperability Services (CMIS) standard implementation. SAP does not guarantee that the Cloud Service supports the CMIS standards in their entirety. Customer optionally may use CMIS compliant APIs (not included with the Service) to access the Cloud Service in accordance with the Agreement and to the extent supported by SAP.</li> <li>• The use of the SAP Document Center, cloud edition KM Connector component is limited to allowing a connection to an existing SAP Portal Knowledge Management instance to the Cloud Service. If Customer wishes to connect to other non-CMIS enabled content management systems, Customer must implement the APIs.</li> </ul>
<p>Previously Referred To As</p>	<p>SAP Mobile Documents</p>
<p><a href="#">Documentation for this Service</a></p>	

<b>SAP Enterprise Messaging</b>	
<b>Cloud Service Description</b>	SAP Enterprise Messaging helps enable high-volume, asynchronous communication between systems.
<b>Usage Metric</b>	GB per Month
<b>Explanation of Usage Metric</b>	A GB is a measure of the total inbound and outbound data processed in the Cloud Service in a month.
<b>Piece Size</b>	1 Piece = 1 gigabyte of data
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• EU Access is not available for the Cloud Service.</li> </ul>
<a href="#">Documentation for this Cloud Service</a>	

## SAP Cloud Platform blockchain service

<b>Cloud Service Description</b>	SAP Cloud Platform blockchain service enables customers to establish or connect to distributed ledger networks utilizing SAP Cloud Platform. The Cloud Service is available in two editions: MultiChain on SAP Cloud Platform and Hyperledger Fabric on SAP Cloud Platform.																
<b>Usage Metric</b>	Monthly Flat Fee per Piece																
<b>Explanation of Usage Metric</b>	Flat Fee means fixed monthly subscription fees per Piece																
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-Shirt size of MultiChain on SAP Cloud Platform or 1 Plan of Hyperledger Fabric on SAP Cloud Platform																
	<p><b>MultiChain on SAP Cloud Platform Available T-Shirt Sizes</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Size</th> <th>small</th> <th>medium</th> <th>large</th> </tr> </thead> <tbody> <tr> <td>Cores per Node</td> <td>1</td> <td>2</td> <td>6</td> </tr> <tr> <td>Memory (GB)</td> <td>2</td> <td>3.7</td> <td>15</td> </tr> <tr> <td>Storage (GB)</td> <td>50</td> <td>500</td> <td>1000</td> </tr> </tbody> </table>	Size	small	medium	large	Cores per Node	1	2	6	Memory (GB)	2	3.7	15	Storage (GB)	50	500	1000
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<p><b>Hyperledger Fabric on SAP Cloud Platform Available Plans</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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  A Hyperledger Fabric node which is part of a cross company testnet network and available for developing and testing distributed applications only.</td> </tr> <tr> <td>backbone</td> <td>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.</td> </tr> <tr> <td>node</td> <td>1 Peer, 1 Orderer  Hyperledger Fabric node that must be joined to a Hyperledger Fabric network for active participation.</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  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.							
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<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>The Cloud Service should not be used to process or store personal data.</li> <li>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.</li> <li>EU Access is not available for the Cloud Service.</li> </ul>																
<a href="#">Documentation for this Cloud Service</a>																	

<b>SAP Cloud Platform mobile service for development and operations</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform mobile service for development and operations 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.
<b>Usage Metric</b>	Users per month.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li> <p>• 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> <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> <ul style="list-style-type: none"> <li>i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs.</li> <li>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.</li> </ul> </li> <li> <p>• <b>Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”).</b> 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 <a href="#">iOS Developer Program License Agreement</a>, 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.</p> </li> <li> <p>• 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.</p> </li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, mobile services
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform mobile service for development and operations, consumer edition</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform mobile service for development and operations 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.
<b>Usage Metric</b>	Active Users per Month
<b>Explanation of Usage Metric</b>	An Active User is an individual user of a Platform Application that connects to the Cloud Service at least once during any rolling three-month period. Each Active User may only access the Cloud Service via a single Platform Application. An individual accessing the Cloud Service via more than one Platform Application will be counted as a separate Active User for each Platform Application.
<b>Piece Size</b>	1 Piece of Consumer Edition = 50,000 Active Users
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• Active Users include only individual consumers of Customer’s products or services.</li> <li>• 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"> <li>i. APIs are subject to ongoing changes. It is Customer’s responsibility to adapt the Customer Solution to such changes to APIs.</li> <li>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.</li> </ul> </li> <li>• <b>Use of Google Cloud Messaging (“GCM”) and Apple Push Notifications (“APN”).</b> 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 <a href="#">iOS Developer Program License Agreement</a>, 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.</li> <li>• 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 <a href="http://www.sybase.com/thirdpartylegal">http://www.sybase.com/thirdpartylegal</a> for certain notices relating to the Free Download Components.</li> <li>• 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.</li> <li>• Use of the SAP Cloud Platform, identity service, even if technically possible, is prohibited under this Agreement with respect to the Cloud Service.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, mobile services, consumer edition
<a href="#">Documentation for this Cloud Service</a>	





<b>SAP Cloud Platform Internet of Things service</b>	
<b>Cloud Service Description</b>	<p>SAP Cloud Platform Internet of Things service provides different features which enable the ability to:</p> <ol style="list-style-type: none"> <li>1. Integrate and manage any connected device at scale with extended lifecycle management;</li> <li>2. Capture and manage device data and events at the Edge or cloud;</li> <li>3. Administer the resources and users in a secure, scalable manner;</li> </ol> <p>Interface the processed and normalized data with backing services and applications (not included in subscription).</p>
<b>Usage Metric</b>	Devices per month
<b>Explanation of Usage Metric</b>	Device means a uniquely identifiable object and its virtual representation in the IoT-Core which has a device ID allocated.
<b>Piece Size</b>	1 Piece = 100 Devices
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>•In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer the Edge add-on application for the Cloud Service (the "Edge Application"). The Edge Application may only be used to integrate the Cloud Service with the on premise Customer environment and may only be used by Authorized Users. The Edge Application may not be modified or altered in any way except by SAP. The Edge Application is part of the Cloud Service. Customer shall be responsible for the physical security of the Edge Application and the System Availability SLA does not apply. Customer is responsible for the installation and operation of the Edge Application, including any updates made available by SAP. SAP support and maintenance policies apply to the Edge Application in addition to the support policy referenced in the Order Form, and can be found at <a href="https://launchpad.support.sap.com/-/notes/2387440">https://launchpad.support.sap.com/-/notes/2387440</a>.</li> <li>•The EU Access option is not available for the Cloud Service.</li> <li>•Data storage is not included in the Cloud Service and must be acquired under a separate subscription, if required by Customer. As such, Customer Data is not saved nor stored in the Cloud Service and cannot be retrieved from the Cloud Service by the Customer during the Subscription Term.</li> <li>•Google Maps Service ("GM Service"). If the Cloud Service accesses the GM Service through a Google Maps API, Customer's use of the GM Service is subject to Google's Terms of Service, which are set forth at <a href="http://www.google.com/intl/en/policies/terms/">http://www.google.com/intl/en/policies/terms/</a>. If Customer does not accept the Google Terms of Service, including, but not limited to, all limitations and restrictions therein, Customer may not use the GM Service in the Cloud Service. Use of the GM Service in or through the Cloud Service will constitute Customer's acceptance of Google's Terms of Service. Customer's usage of the GM Service in or through the Cloud Service can be terminated by SAP without reason at any time and SAP will not be required to provide an equivalent service via another provider.</li> </ul>
	<a href="#">Documentation for this Cloud Service</a>

## SAP Cloud Platform Remote Data Sync

<b>Cloud Service Description</b>	SAP Cloud Platform Remote Data Sync allows bi-directional synchronization of complex structured data between multiple remote databases and the SAP HANA database.										
<b>Usage Metric</b>	Monthly Flat Fee per Piece										
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees										
<b>Pre-requisite</b>	<ul style="list-style-type: none"> <li>• Requires SAP Cloud Platform SAP HANA service (Base or Platform edition) which must be obtained under a separate subscription</li> <li>• Customer must separately license the SQL Anywhere Remote Database Client for use on the client side.</li> </ul>										
<b>Piece Size</b>	1 Piece = 1 instance of one size of the Cloud Service										
<b>Available sizes</b>											
<b>Previously referred to as</b>	SAP HANA Cloud Platform, remote data sync										
	<table border="1"> <thead> <tr> <th>Size</th> <th>Small</th> <th>Medium</th> </tr> </thead> <tbody> <tr> <td>Cores</td> <td>2</td> <td>4</td> </tr> <tr> <td>Memory (MB)</td> <td>4,096</td> <td>8,192</td> </tr> </tbody> </table>		Size	Small	Medium	Cores	2	4	Memory (MB)	4,096	8,192
Size	Small	Medium									
Cores	2	4									
Memory (MB)	4,096	8,192									
	<a href="#">Documentation for this Cloud Service</a>										

<b>SAP Cloud Platform Web IDE</b>							
<b>Cloud Service Description</b>	SAP Web IDE (Integrated Development Environment) is a web-based tool that allows developers to create and extend applications for browser and mobile devices. It helps simplify the end-to-end application lifecycle: prototyping, development, packaging, deployment, and customer extensions for SAP Fiori and SAPUI5 applications.						
<b>Usage Metric</b>	Monthly Flat Fee per Piece						
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees.						
<b>Piece Size</b>	1 Piece = 1 block of five Users of the SAP Web IDE development tools Each Piece of SAP WebIDE includes the following:						
<table border="1"> <thead> <tr> <th></th> <th><b>Per Block of 5 Users</b></th> </tr> </thead> <tbody> <tr> <td>SAP Cloud Platform Document service</td> <td>5 GB</td> </tr> <tr> <td>SAP Cloud Platform, bandwidth</td> <td>5 GB/month</td> </tr> </tbody> </table>			<b>Per Block of 5 Users</b>	SAP Cloud Platform Document service	5 GB	SAP Cloud Platform, bandwidth	5 GB/month
	<b>Per Block of 5 Users</b>						
SAP Cloud Platform Document service	5 GB						
SAP Cloud Platform, bandwidth	5 GB/month						
<a href="#">Documentation to this Cloud Service</a>							

<b>SAP Cloud Platform Gamification</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Gamification allows customers to quickly incorporate gamification concepts into new and existing applications. This Cloud Service includes an online development and administration environment for implementation and analytics of gamification concepts, including underlying gamification rule management for sophisticated gamification concepts, time constraints, complex nested missions and collaborative games. The built-in analytics module allows customers to perform advanced analytics on player behavior to enable a continuous improvement of game concepts.
<b>Usage Metric</b>	API Calls per month
<b>Explanation of Usage Metric</b>	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.
<b>Piece Size</b>	1 Piece = 50,000 API calls per month
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>Customer may (i) utilize Application Programming Interfaces (APIs) or widgets made available as part of the Cloud Service to integrate the Cloud Service with Customer or third-party applications provided by Customer to Customer's end users (herein "Customer application"), (ii) use the Cloud Service user interface (workbench) for designing game mechanics, and (iii) use the included runtime service for processing incoming events (from Customer applications) as per the designed game mechanics to provide a view of an end user's game achievements.</li> <li>Customer Data includes event data, including user identifier, event name, event properties and time stamps. In order to access Customer Data during the term of the Agreement, Customer must submit a ticket via SAP support channels requesting access to the event data logs maintained in the Cloud Service, and SAP shall make such event logs available to Customer. SAP shall retain event logs for a period of 90 days after termination or expiration of the Agreement and Customer may submit a ticket requesting a copy of the event logs during such period and/or deletion of the tenant on which Customer event logs are stored.</li> <li>Any end user accessing or sending data via a Cloud Service API, directly or through a Customer application, is deemed an Authorized User as defined in the GTC.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, gamification service
<a href="#">Documentation for this Cloud Service</a>	

## SAP Cloud Platform Predictive service

<b>Cloud Service Description</b>	SAP Cloud Platform Predictive service includes a set of developer-level services running within SAP Cloud Platform SAP HANA service, platform edition (formerly SAP HANA Cloud Platform Database Services) that allows an application on SAP Cloud Platform to embed functionality from an underlying Automated Predictive Library (APL) that executes directly on a Customer's SAP Cloud Platform SAP HANA, platform edition instance.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees, based on the size of Customer's SAP Cloud Platform SAP HANA service, platform edition instance.
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-Shirt size of SAP Cloud Platform SAP HANA service, platform edition
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• In order to utilize the Cloud Service, Customer must have a current subscription to SAP Cloud Platform SAP HANA service, platform edition, which is subject to a separate agreement and fee.</li> <li>• Customer Data is not stored in the Cloud Service, but within the SAP Cloud Platform SAP HANA service, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP Cloud Platform SAP HANA service, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service.</li> <li>• Because the Cloud Service is a set of Web services deployed within Customer's SAP Cloud Platform SAP HANA service, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP Cloud Platform SAP HANA service, platform edition.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, predictive service
<a href="#">Documentation for this Cloud Service</a>	

## SAP Cloud Platform Streaming Analytics

<b>Cloud Service Description</b>	SAP Cloud Platform Streaming Analytics provides streaming analytics and event stream processing as an extension to SAP Cloud Platform SAP HANA service, platform edition. It can be used to receive and process messages from systems and devices outside of SAP Cloud Platform SAP HANA service, platform edition in-real-time, to transform raw message streams into actionable insight providing for both event stream capture and event detection and response.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fee, based on the size of Customer's SAP Cloud Platform SAP HANA service, platform edition instance.
<b>Piece Size</b>	1 Piece = 1 instance of a particular T-Shirt size of SAP Cloud Platform SAP HANA service, platform edition
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• In order to utilize the Cloud Service, Customer must have a current subscription to SAP Cloud Platform SAP HANA service, platform edition, which is subject to a separate agreement and fee.</li> <li>• Customer Data is not stored in the Cloud Service, but within the SAP Cloud Platform SAP HANA service, platform edition to which Customer must separately subscribe. As such, Customer can access Customer Data stored in SAP Cloud Platform SAP HANA service, platform edition through the Cloud Service during the term of the subscription but SAP does not provide storage or back-up services for Customer Data as part of the Cloud Service.</li> <li>• Because the Cloud Service is a set of Web services deployed within Customer's SAP Cloud Platform SAP HANA service, platform edition instance, the Cloud Service does not have independent maintenance windows, but is subject to the maintenance windows of SAP Cloud Platform SAP HANA service, platform edition.</li> <li>•</li> <li>• The Cloud Service includes a runtime license of the streaming plugin for SAP HANA Studio. Such runtime components shall be limited solely to use with the Cloud Service.</li> </ul>
<b>Previously referred to as</b>	SAP HANA Cloud Platform, streaming service
	<a href="#">Documentation for this Cloud Service</a>

<b>SAP Cloud Platform Build</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Build is a collaborative design tool that enables SAP project teams to design enterprise applications. Beginning with a blank canvas, imported mockups or starting with a prototype from SAP Cloud Platform Build's gallery, users can overlay UI controls and add their own sample data to create an interactive prototype without writing code. Integrated research and analytic tools help to gather effective user feedback. When the design process is finalized SAP Cloud Platform Build generates UI 5 starter code to jumpstart the development process.
<b>Usage Metric</b>	Users
<b>Explanation of Usage Metric</b>	A User is an individual that is authorized to access the service to perform administrative functions, such as configuring the service and allocating access rights.
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• Users can take prototypes (their own and from end users) to development via SAP Cloud Platform Build's WebIDE integration..</li> <li>• End users <b>who</b> only access SAP Cloud Platform Build to design and share prototypes are not counted as Users.</li> <li>• SAP may collect data about individual users' use of the Cloud Service, which is subject to SAP's Build Privacy Policy which the user must accept when logging in to the Cloud Service.</li> </ul>
<b>Previously referred to as</b>	BUILD
<a href="#">Documentation for this Cloud Service</a>	



## SAP Cloud Platform Big Data Services

<b>Cloud Service Description</b>	SAP Cloud Platform Big Data Services 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.
<b>Usage Metric</b>	Monthly Flat Fee per Piece
<b>Piece Size</b>	1 Piece = 1 instance of a particular edition
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees

Editions	Starter	Professional	Enterprise
Storage	20TB	40TB	40TB
Compute Hours (Thousands)	10	20	20
Workbenches	1	1	3
Data Navigator Users	5	10	20
Bandwidth (speed)	No minimum	750 Mbps	1 Gbps
HDFS File Count (million)	1	2	2

<b>System Availability "SLA"</b>	<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>
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<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Compute Hours means 2.5GB of YARN container memory for a single task (e.g. mapper or reducer container, Spark executor, Tez container) that is held by the job for an hour. Customer may subscribe to additional Compute Hours in blocks of 5,000.</li>   <li>• Hadoop Distributed File System (HDFS) File Count is the sum of the total number of files and directories in HDFS. This is a measure of the space required on the NameNode and DataNode to keep track of the DFS data. Each file, directory and block in HDFS is represented by an object in the NameNode. Customer may subscribe to additional files in blocks of 1 million.</li> <li>• Data Navigator Users are individuals authorized to use the Alation (Data Navigator) third-party service by registering for an Alation account as part of the Cloud Service.</li> <li>• 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 (dedicated link); SAP Cloud Platform Big Data Services (workbench). The Usage Metric for SAP Cloud Platform Big Data Services (incremental capacity) is Terabytes (TB) in blocks of 10TB.</li>   <li>• 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 <a href="https://portal.altiscale.com/legal/privacy-policy">https://portal.altiscale.com/legal/privacy-policy</a> to prepare analyses described in the GTC.</li> <li>• EU Only access is not available for the Cloud Service.</li> <li>• The Enterprise Edition of the Cloud Service includes up to 6 hours per calendar week of technical assistance, which includes: <ul style="list-style-type: none"> <li>-design, optimization and data transfer expertise;</li> <li>-high level architectural and design expertise;</li> <li>-performance analysis and optimization suggestions;</li> <li>-application deployment tips;</li> <li>-data ingestion advice; and</li> <li>-collaborative account management.</li> </ul> Requests for such technical assistance can be made by submitting a support ticket. </li>   <li>• 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 “<b>Residuals</b>” 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.</li> <li>• 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.</li> <li>• Customer is responsible for back up of Customer Data – no back up services are included in the Cloud Service.</li> <li>• 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.</li> </ul>
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform Workflow</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Workflow offers tools and features to 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.
<b>Usage Metric</b>	Users
<b>Additional Terms &amp; Conditions</b>	<ul style="list-style-type: none"> <li>• The Cloud Service includes 30 MB per User of storage and 100 MB per User, per month of outbound bandwidth.</li> <li>• 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.</li> </ul>
Documentation for this Cloud Service	

<b>SAP Cloud Platform, application runtime</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform, application runtime provides reserved runtime capacity (Quota) in the Cloud Foundry environment based SAP Cloud Platform.
<b>Usage Metric</b>	Gigabyte
<b>Explanation of Usage Metric</b>	1 Piece = 1 Gigabyte Memory per Month
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>• Customer may use all open-source, Cloud Foundry-compatible Buildpacks, as well as Customer supplied Buildpacks, with SAP Cloud Platform, application runtime. SAP Enterprise Support, cloud editions is limited to those Buildpacks listed in the Documentation.</li> <li>• Application Logging: Usage is limited to 256 Megabytes of Application Logging Capacity per 1 Gigabyte of reserved Application Runtime Capacity.</li> <li>• Feature Flag: Usage is limited to 600 feature flags per 1 Gigabyte of reserved runtime capacity</li> </ul>
<a href="#">Documentation for this Cloud Service</a>	

<b>MongoDB on SAP Cloud Platform</b>				
<b>Cloud Service Description</b>		MongoDB on SAP Cloud Platform offers a NoSQL database that uses a document-oriented data model for JSON-like documents.		
<b>Usage Metric</b>		Monthly Flat Fee per Piece		
<b>Explanation of Usage Metric</b>		Flat fee means fixed monthly subscription fees		
<b>Piece Size</b>		1 Piece = 1 instance of a particular T-Shirt size		
<b>Available T-Shirt sizes</b>				
<b>Size</b>	x-small	small	Medium	large
Nodes	1 master / 2 slaves			
Cores per Node	2 Cores	4 Cores	8 Cores	16 Cores
Memory per Node	4 GB	16 GB	32 GB	64 GB
Disk Space	40 GB	100 GB	400 GB	800 GB
<b>Additional terms</b>		<ul style="list-style-type: none"> <li>Customer must connect to MongoDB exclusively through MongoDB drivers made available at <a href="http://mongodb.org">mongodb.org</a>. Customer may not connect to MongoDB through any other drivers or means.</li> </ul>		
<a href="#">Documentation for this Cloud Service</a>				

<b>PostgreSQL on SAP Cloud Platform</b>					
<b>Cloud Service Description</b>		PostgreSQL on SAP Cloud Platform offers an object-relational database management system.			
<b>Usage Metric</b>		Monthly Flat Fee per Piece			
<b>Explanation of Usage Metric</b>		Flat fee means fixed monthly subscription fees			
<b>Piece Size</b>		1 Piece = 1 instance of a particular T-Shirt size			
<b>Available T-Shirt sizes</b>					
Size	xx-small	x-small	small	medium	large
Nodes	1 master / 1 slave				
Cores per Node	1 Core	2 Cores	2 Cores	4 Cores	16 Cores
Memory per Node	2 GB	4 GB	8 GB	16 GB	64 GB
Disk Space	20 GB	200 GB	600 GB	1024 GB	1024 GB
<a href="#">Documentation for this Cloud Service</a>					

<b>RabbitMQ on SAP Cloud Platform</b>				
<b>Cloud Service Description</b>		RabbitMQ on SAP Cloud Platform provides access to the open source message broker RabbitMQ which is used for asynchronous communication between applications.		
<b>Usage Metric</b>		Monthly Flat Fee per Piece		
<b>Explanation of Usage Metric</b>		Flat fee means fixed monthly subscription fees		
<b>Piece Size</b>		1 Piece = 1 instance of a particular T-Shirt size		
<b>Available T-Shirt sizes</b>				
Size	x-small	small	medium	large
Nodes	1 master / 2 slave			
Cores per Node	1 Cores	1 Cores	2 Cores	4 Cores
Memory per Node	1 GB	2 GB	4 GB	16 GB
Disk Space	10 GB	20 GB	40 GB	80 GB
<a href="#">Documentation for this Cloud Service</a>				

<b>Redis on SAP Cloud Platform</b>				
<b>Cloud Service Description</b>		Redis on SAP Cloud Platform is an in-memory data structure store that can be used as a cache, database or message broker.		
<b>Usage Metric</b>		Monthly Flat Fee per Piece		
<b>Explanation of Usage Metric</b>		Flat fee means fixed monthly subscription fees		
<b>Piece Size</b>		1 Piece = 1 instance of a particular T-Shirt size		
<b>Available T-Shirt sizes</b>				
Size	x-small	small	medium	large
Nodes	3 nodes			
Cores per Node	1 Cores	2 Cores	4 Cores	8 Cores
Memory per Node	2 GB	4 GB	16 GB	32 GB
Disk Space	4 GB	10 GB	60 GB	100 GB
<a href="#">Documentation for this Cloud Service</a>				



<b>Object Store on SAP Cloud Platform</b>	
<b>Cloud Service Description</b>	Object Storage on SAP Cloud Platform provides an unstructured cloud data store to build and deliver cloud applications.
<b>Usage Metric</b>	Gigabyte
<b>Explanation of Usage Metric</b>	1 Piece = 1 block of 100 Gigabyte Memory per Month.
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<a href="#">Documentation for this Cloud Service</a>	

<b>SAP Cloud Platform Rapid Application Development by Mendix</b>	
<b>Cloud Service Description</b>	SAP Cloud Platform Rapid Application Development by Mendix is a high productivity, low code development tool and Cloud Foundry-based runtime offering. Customers can design, build, deploy and manage Platform Applications.
<b>Usage Metric</b>	Users per Month
<b>Explanation of Usage Metric</b>	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.
<b>Additional Terms</b>	<ul style="list-style-type: none"> <li>• Deployed Platform Applications require a separate subscription to PostgreSQL on SAP Cloud Platform, Object Store on SAP Cloud Platform and Application Run-Time on SAP Cloud Platform resources.</li> <li>• 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.</li> <li>• Customer may download the Mendix Modeler from the Mendix App Store here: <a href="https://appstore.home.mendix.com/index3.html">https://appstore.home.mendix.com/index3.html</a>.</li> <li>• The Mendix Modler 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.</li> </ul>
Documentation for this Cloud Service	

### **SAP Fiori Cloud**

Terms governing SAP Fiori Cloud and SAP Fiori Cloud premium are contained in the Supplemental Terms located at [https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=fiori&sort=title\\_asc](https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?tag=language:english&search=fiori&sort=title_asc), and are not subject to the terms of the SAP Cloud Platform Supplemental Terms.

# Cloud Packages

## SAP Cloud Platform, starter edition

<b>Cloud Service Description</b>	SAP Cloud Platform, starter edition is a Platform Cloud Service and is available in 32 GB and 64 GB editions and includes access to SAP Cloud Platform SAP HANA service.	
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>	
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees	
<b>Piece Size</b>	1 Piece = 1 instance of a T-shirt size of the Cloud Service	
<b>Available T-Shirt Sizes</b>	The editions are comprised of the following resources and packaged SAP products:	
	<b>SAP Cloud Platform, starter edition (32 GB)</b>	<b>SAP Cloud Platform, starter edition (64 GB)</b>
<a href="#">SAP Cloud Platform Java server</a>	2 x-small	3 x-small
<a href="#">SAP Cloud Platform SAP HANA service, platform edition</a>	32 GB of Memory	64 GB of Memory
<a href="#">SAP Cloud Platform Document service</a>	10 GB	
<a href="#">SAP Cloud Platform bandwidth</a>	10GB/month	
<a href="#">SAP Cloud Platform custom domain</a>	1	
<a href="#">SAP Cloud Platform Portal (site visits)</a>	80 site visits per month	
<a href="#">SAP Cloud Platform Portal portal administrator</a>	1	
<a href="#">SAP Cloud Platform Identity Authentication (logons)</a>	3,000 logon requests per month	
<a href="#">SAP Cloud Platform Web IDE</a>	Included for unlimited Users	
<b>Service Availability "SLA"</b>	SAP provides no System Availability service level agreement for SAP Cloud Platform, starter edition.	
<b>Support Terms &amp; Conditions</b>	SAP does not provide support for SAP Cloud Platform, starter edition. Customer may access SAP on-line communities to seek resolution to support incidents and product questions, however SAP does not offer any response time service levels.	
<b>Additional Terms &amp; Conditions</b>	<p>SAP Cloud Platform, starter edition may only be used for non-productive testing and development of Platform Applications.</p> <p>No productive use of a Platform Application running on the Platform is permitted under this subscription.</p>	

## SAP Cloud Platform, app services package, standard edition

<b>Cloud Service Description</b>	SAP Cloud Platform, app services package, standard edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of standard edition
<b>Available T-Shirt Sizes</b>	The standard edition is comprised of the following resources and packaged SAP products:

	<b>standard edition</b>
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
<a href="#">SAP Cloud Platform Java server</a>	1 medium
<a href="#">SAP HANA, SAP ASE Service</a>	1 x-small
<a href="#">SAP Cloud Platform SAP HANA Service, base edition</a>	32 GB
<a href="#">SAP Cloud Platform Document service</a>	100 GB
<a href="#">SAP Cloud Platform bandwidth</a>	256 GB/month
<a href="#">SAP Cloud Platform custom domain</a>	Not included
<a href="#">SAP Cloud Platform Portal (site visits)</a>	30,000 site visits per month
<a href="#">SAP Cloud Platform Portal administrator</a>	1
<a href="#">SAP Cloud Platform Identity Authentication (logons)</a>	1,500 logon requests per month
<a href="#">SAP Cloud Platform Web IDE</a>	Included for unlimited users
<a href="#">SAP Cloud Platform Integration, DI edition</a>	Not Included
<a href="#">SAP Cloud Platform Integration, PI edition</a>	Not Included
<a href="#">SAP Cloud Platform API Management</a>	Not Included
<a href="#">SAP Cloud Platform Gamification</a>	Not Included
<a href="#">SAP Cloud Platform Build</a>	1 User

## SAP Cloud Platform, app services package, professional edition

<b>Cloud Service Description</b>	SAP Cloud Platform, app services package, professional edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of professional edition
<b>Available T-Shirt Sizes</b>	The professional edition is comprised of the following resources and packaged SAP products:

	<b>professional edition</b>
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
<a href="#">SAP Cloud Platform Java server</a>	2 medium
<a href="#">SAP HANA SAP ASE Service</a>	1 small
<a href="#">SAP Cloud Platform SAP HANA Service, base edition</a>	64 GB
<a href="#">SAP Cloud Platform Document service</a>	200 GB
<a href="#">SAP Cloud Platform bandwidth</a>	512 GB/month
<a href="#">SAP Cloud Platform custom domain</a>	1
<a href="#">SAP Cloud Platform Portal (site visits)</a>	60,000 site visits per month
<a href="#">SAP Cloud Platform Portal administrator</a>	1
<a href="#">SAP Cloud Platform Identity Authentication (logons)</a>	3,000 logon requests per month
<a href="#">SAP Cloud Platform Web IDE</a>	Included for unlimited Users
<a href="#">SAP Cloud Platform Integration, DI edition</a>	Included
<a href="#">SAP Cloud Platform Integration, PI edition</a>	Included
<a href="#">SAP Cloud Platform OData provisioning</a>	Included
<a href="#">SAP Cloud Platform API Management</a>	Not Included
<a href="#">SAP Cloud Platform Gamification</a>	Not Included
<a href="#">SAP Cloud Platform Build</a>	1 User

## SAP Cloud Platform, app services package, premium edition

<b>Cloud Service Description</b>	SAP Cloud Platform, app services package, premium edition is a Platform Cloud Service designed for creating light weight applications and extensions to SAP and non-SAP applications. Additional resources for any of the Cloud Services can be added to the subscription for an additional fee.
<b>Usage Metric</b>	<a href="#">Monthly Flat Fee</a>
<b>Explanation of Usage Metric</b>	Flat fee means fixed monthly subscription fees
<b>Piece Size</b>	1 Piece = 1 instance of premium edition
<b>Available T-Shirt Sizes</b>	The premium edition is comprised of the following resources and packaged SAP products:

	<b>premium edition</b>
Number of Platform Applications Permitted	Unlimited Number of Platform Applications
<a href="#">SAP Cloud Platform Java server</a>	4 medium
<a href="#">SAP HANA SAP ASE Service</a>	1 medium
<a href="#">SAP Cloud Platform SAP HANA Service, platform edition</a>	128 GB
<a href="#">SAP Cloud Platform Document Service</a>	400 GB
<a href="#">SAP Cloud Platform bandwidth</a>	1 TB/month
<a href="#">SAP Cloud Platform custom domain</a>	1
<a href="#">SAP Cloud Platform Portal (site visits)</a>	120,000 site visits / month
<a href="#">SAP Cloud Platform Portal administrator</a>	1
<a href="#">SAP Cloud Platform Identity Authentication (logons)</a>	6,000 logon requests / month
<a href="#">SAP Cloud Platform Web IDE</a>	Included for unlimited Users
<a href="#">SAP Cloud Platform Integration, DI edition</a>	Included
<a href="#">SAP Cloud Platform Integration, PI edition</a>	Included
<a href="#">SAP Cloud Platform OData provisioning</a>	Included
<a href="#">SAP Cloud Platform API Management</a>	1 Million API Calls / month
<a href="#">SAP Cloud Platform Gamification</a>	50,000 API Calls / month
<a href="#">SAP Cloud Platform Build</a>	1 User





# Extension Packages

## SAP Cloud Platform, extension package, standard edition

**Cloud Service Description** SAP Cloud Platform, extension package, standard edition is a Platform Cloud Service that provides capabilities to build and run Platform Applications as extensions to on-premise or cloud applications.

**Usage Metric** Users per month

**Available Tiers** The standard edition is comprised of the following Cloud Services in the following tiers of Users.

Standard Edition							
	<b>Tier 1</b> 100 - 499 Users	<b>Tier 2</b> 500 - 999 Users	<b>Tier 3</b> 1,000 - 4,999 Users	<b>Tier 4</b> 5,000- 19,999 Users	<b>Tier 5</b> 20,000- 49,999 Users	<b>Tier 6</b> 50,000- 99,999 Users	<b>Tier 7</b> 100,000 or greater Users
Number of Platform Applications Permitted	Unlimited Number of Platform Applications						
<a href="#">SAP Cloud Platform Java server</a>	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
<a href="#">SAP Cloud Platform SAP HANA service, base edition</a>	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
<a href="#">SAP Cloud Platform Document service</a>	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
<a href="#">SAP Cloud Platform bandwidth</a>	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
<a href="#">SAP Cloud Platform Portal (site visits)</a>	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month
<a href="#">SAP Cloud Platform Portal administrator</a>	1	1	5	5	10	10	15
<a href="#">SAP Cloud Platform Identity Authentication</a>	30 logon requests per User / month						
<a href="#">SAP Cloud Platform Web IDE</a>	Unlimited Users						

**Additional Terms & Conditions**

- For purposes of individual Cloud Services included in the Extension Package, each User in Customer's subscription is entitled to use the respective packaged SAP Cloud Service as a single User.

## SAP Cloud Platform, extension package, premium edition

**Cloud Service Description** SAP Cloud Platform, extension package, premium edition is a Platform Cloud Service that provides capabilities to build and run Platform Applications as extensions to on-premise or cloud applications.

**Usage Metric** Users per month

**Available Tiers** The premium edition is comprised of the following Cloud Services in the following tiers of Users.

Premium Edition	Tier 1 100 - 499 Users	Tier 2 500 - 999 Users	Tier 3 1,000 - 4,999 Users	Tier 4 5,000- 19,999 Users	Tier 5 20,000- 49,999 Users	Tier 6 50,000- 99,999 Users	Tier 7 100,000 or greater Users
Number of Platform Applications Permitted	Unlimited Number of Platform Applications						
<a href="#">SAP Cloud Platform Java server</a>	1 medium	2 medium	3 medium	10 medium	15 medium	30 medium	45 medium
<a href="#">SAP Cloud Platform SAP HANA service, base edition</a>	32 GB	32 GB	32 GB	64 GB	256 GB	512 GB	1 TB
<a href="#">SAP Cloud Platform Document service</a>	10 GB	10 GB	10 GB	50 GB	100 GB	200 GB	300 GB
<a href="#">SAP Cloud Platform bandwidth</a>	30 GB / month	50 GB / month	100 GB / month	500 GB / month	1 TB / month	2 TB / month	3 TB / month
<a href="#">SAP Cloud Platform Portal (site visits)</a>	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month	30 site visits per user /month
<a href="#">SAP Cloud Platform Portal administrator</a>	1	1	5	5	10	10	15
<a href="#">SAP Cloud Platform custom domain</a>	1	1	1	1	1	1	1
<a href="#">SAP Cloud Platform Identity Authentication</a>	30 logon requests per User / month						
<a href="#">SAP Cloud Platform, Integration, DI edition</a>	Included						
<a href="#">SAP Cloud Platform, Integration, PI edition</a>	Included						
<a href="#">SAP Cloud Platform OData provisioning</a>	Included						
<a href="#">SAP Cloud Platform API Management</a>	1 Million API Calls / month	1 Million API Calls / month	3 Million API Calls / month	5 Million API Calls / month	10 Million API Calls / month	15 Million API Calls / month	20 Million API Calls / month
<a href="#">SAP Cloud Platform, mobile service for dev and operations</a>	Subscription per User						
<a href="#">SAP Cloud Platform Workflow</a>	Subscription per User						
<a href="#">SAP Cloud Platform Web IDE</a>	Unlimited Users						

**Additional Terms & Conditions**

- For purposes of individual Cloud Services included in the Extension Package, each User in Customer’s subscription is entitled to use the respective packaged SAP Cloud Service as a single User.