

**SAP Communication Center by ANCILE
SAP Productivity Pak by ANCILE, cloud edition
Supplemental Terms and Conditions**

These supplemental terms and conditions (“the Supplement”) are part of an agreement for certain SAP Cloud services (“Agreement”) between SAP and Customer and apply solely to either SAP Communication Center by ANCILE, or SAP Productivity Pak by ANCILE, cloud edition (the “Cloud Service”) and not to any other SAP product or service.

1. CLOUD SERVICE

The Cloud Service means either SAP Communication Center by ANCILE, or SAP Productivity Pak by ANCILE, cloud edition, depending on Customer’s subscription as set forth in the Order Form.

1.1 SAP Communication Center by ANCILE is a mobile corporate communications solution in the cloud – accessible via desktop workstation, laptop, smartphone, and tablet that enables rapid communication of key information and confirm receipt and comprehension.

1.2 SAP Productivity Pak by ANCILE, cloud edition supports the development of system and user documentation, learning materials, and user performance support. This Cloud Service makes the content available in a database that will be accessed by Users through a custom help menu that is contextual or a website and browser. The help is provided based on the context of the User.

2. FEES

The Usage Metric for the Cloud Service is a Flat Fee, plus Users. A User is any individual authorized to access the Cloud Service. For SAP Communication Center by ANCILE, the Flat Fee includes 10 Users, and a per-User fee is required for all additional Users. For SAP Productivity Pak by ANCILE, cloud edition the Flat Fee includes 100 Users, and a per-User fee is required for all additional Users.

3. MOBILE ACCESS

SAP Communication Center by ANCILE may be accessed by Users through a mobile application obtained by Users via third-party websites. Customer acknowledges that the use of such mobile applications is governed by the terms and conditions presented to the User upon download/access to the mobile application and not by the terms of this Agreement. The third party that operates the website through which the mobile application is distributed may stop distributing the mobile application at any time, and SAP is not responsible for the unavailability of the mobile application due to the actions of the third party distributor.

4. DATA RETENTION

Customer may delete Customer Data from the Service at any time, in which case such Customer Data is immediately deleted from the production system. Customer Data is retained for 21 days as part of standard back up procedures, at which point it is permanently deleted. Upon the termination or expiration of the Agreement, Customer may delete its Customer Data, and it will be retained in backup systems for not more than 21 days in accordance with the described back up practices.