

SAP Jam Collaboration
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 SAP Jam Collaboration (the “Cloud Service”) and not to any other SAP product or service.

1. CLOUD SERVICE. The Cloud Service provides enterprise social collaboration features and functionality, including work pattern and social business processes, structured collaboration, external collaboration, enterprise social networking and security and administration. The Cloud Service is available in three editions: advanced, advanced plus and enterprise.

2. USER CONTENT DISCLAIMER. “User Content” means information that is uploaded to the Cloud Service by Authorized Users. User Content shall be considered Customer Data.

If SAP is notified by an Authorized User or an owner of User Content that the User Content allegedly infringes its rights, SAP may investigate the allegation (including by consulting with Customer) and determine in good faith and in its reasonable discretion whether to remove the User Content, which it may do after providing Customer with prior notice regarding such removal within a reasonable time in light of the circumstances. SAP has no obligation to monitor User Content and interactions between Authorized Users or Customer and its Authorized Users. Customer shall take down any and all User Content of which it becomes aware that is infringing in a prompt manner or promptly notify SAP to do so.

3. FEES. The Usage Metric for the Cloud Service is Authorized Users. “Authorized Users” shall, in addition to that meaning set forth in the GTC, also include Customer’s and its Affiliates’ employees and Business Partners whose information is stored on the Cloud Service and who have an active profile/status against which the Cloud Service is processing transactions.

4. MOBILE ACCESS. The Cloud Service may be accessed by Authorized Users through a mobile application obtained by Authorized Users via third-party websites (e.g.: Android or Apple app store). The use of such mobile applications is governed by the terms and conditions presented to the Authorized User upon download/access to the mobile application and not by the terms of the 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.

5. STORAGE.

The following Gigabyte (GB) storage limits apply to the Cloud Service:

SAP Jam Collaboration, advanced edition: 100 GB per instance per month

SAP Jam Collaboration, advanced plus edition: 200 GB per instance per month

SAP Jam Collaboration, enterprise edition: 1000 GB per instance per month

If subscribed to, “SAP Jam Collaboration Additional Storage” entitles Customer to the specified additional units of storage set forth in the applicable Order Form. One unit of storage equals five hundred (500) GBs per month.

6. SAP CLOUD IDENTITY. The Cloud Service includes the use of SAP Cloud Identity. Use of SAP Cloud Identity is limited to use with the Cloud Service. SAP Cloud Identity may not be used with any other SAP or third-party solution unless a proper subscription is obtained.