

**SAP LEARNING HUB
SUPPLEMENTAL TERMS AND CONDITIONS**

SAP and Customer have entered into an agreement for the subscription of certain SAP products and services (“**Agreement**”) pursuant to which Customer is subscribing to SAP Learning Hub and, if applicable, SAP Live Access (the “**Cloud Service**”). These supplemental terms and conditions (“**Supplement**”) and any modifications to the Agreement made herein apply solely to the Cloud Service and not to any other SAP product or service.

1. DEFINITIONS

- 1.1 “Documentation”** means SAP’s then-current description for the Cloud Service which is made available to Customer online at <https://training.sap.com/shop/content/LH-Product-Support?/nocache>. The minimum features of the Cloud Service include:
- (a) Access to SAP learning content, available in multiple formats and languages,
 - (b) Access to online learning rooms, which provide expert-led, social learning and peer collaboration opportunities,
 - (c) Learning management systems (LMS) capabilities to report and monitor learning programs.
- 1.2 “Order Form”** means all written order forms or other ordering documentation (including, if Customer is ordering the SAP Cloud Service online) entered into by SAP and Customer containing the pricing, subscription term and other specific terms and conditions applicable to the Cloud Service.
- 1.3 “SAP Learning Hub or Cloud Service”** is delivered in the then-current SAP Learning Hub edition(s), as described in the then-current Documentation, which include access to online learning rooms and different courses (and updates thereto) generally available in the applicable catalogue offered for the edition selected in the Order Form:
- (a) SAP Learning Hub, professional edition (both as public and private cloud version)
 - (b) SAP Learning Hub, user edition (both as public and private cloud version)
 - (c) SAP Learning Hub, student edition (both as public and private cloud version)
 - (d) SAP Live Access is an optional add-on to any of the above editions (subject to additional subscription fees). It provides time-based access to training systems through the SAP Live Access Portal.

2. USAGE RIGHTS AND RESTRICTIONS FOR THE CLOUD SERVICE

2.1 User Access.

- (a) Section 2.2 of the GTC shall apply with the following deviation: Authorized User access credentials issued to access or utilize the Cloud Service are assigned to one individual user and cannot be shared, or used by more than one individual or re-assigned to another individual unless with SAP’s express permission subject to the criteria as listed in the Documentation.
- (b) Access to the Cloud Service is only available online via an Internet connection. Authorized Users must have valid access credentials to gain access; as a consequence for the timely creation of all Authorized Users Customer must provide to SAP the following information including First Name, Last Name, Email, Country and Company Name for each prospective Authorized User:

First Name	Last Name	Email	Country	Company Name	S-User ID

2.2 Section 2.4 of the GTC shall apply with the following addition:

“(f) When using the Cloud Service, it is prohibited to download or offline use any parts of the learning content including but not limited to copies on local drives, printing of learning content except where such download or offline use is expressly marked as allowed.”

2.3 Section 4.1 of the GTC is amended by adding the following sentence:

“Customer acknowledges that Customer complies with the technical requirements described in the technical requirements document in the Documentation.”

3. ADDITIONAL USAGE METRIC

At any time during the Subscription Term, Customer may increase the Usage Metric of a Cloud Service by entering into an amendment to the Order Form to document such subscription. Customer's Subscription Term for the additional Usage Metric shall begin on the date of redemption of access provision by Customer or its Authorized User and shall be effective for the period as defined in the Order Form (Subscription Term) and Documentation. The Usage Metric (e.g. consumption time) per Authorized User will be tracked automatically, counted in minutes and will only be consumed when the training system is deployed and not suspended or deleted by Authorized User. Any Usage Metric not consumed at the end of the indicated Subscription Term will expire. The system image and Customer Data will be deleted after the full consumption of the Usage Metric or the expiration of the Subscription Term (whichever comes first). Unless provided otherwise herein, Section 6.3 of the GTC shall apply.