

SAP Signature Management by DocuSign Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for a subscription to certain SAP products and services ("Agreement") pursuant to which Customer is obtaining a subscription to SAP Signature Management by DocuSign (the "Service"). This Supplement and any modifications to the Agreement made herein apply solely to the Service and not to any other SAP product or service.

1. Service

(a) The Service allows Customer to upload documents to the Service and to collect and manage signatures on such documents through workflows established by Customer. No Customer Data is entered into the Service except to the extent included on a document uploaded to the Service or as required to include signatories of a document in Customer-established workflows. Documents are encrypted in the Service and neither SAP nor its third-party vendors have access to the content of such documents.

(b) The Service may only be accessed through and used in conjunction with certain SAP cloud services identified by SAP on the Order Form. Use with other SAP or third-party solutions is prohibited.

2. Fees. Fees for the Service are based on the number of Users. A User is a natural person authorized by Customer to use the Service for manually preparing and sending Envelopes, and excludes the processing of Envelopes using automated batch or bulk sending operations, or the use of the DocuSign API for initiating such automated batch or bulk sending operations. An "Envelope" means a single document that a User uploads to the Service.

3. Maintenance Windows. To the extent maintenance must be performed on the Service SAP shall use maintenance windows for planned downtimes applicable to the SAP cloud solution associated with use of the Service.

4. Support. SAP shall provide support for the Service in accordance with **Attachment 1** to this Supplement.

Attachment 1
To
SAP Signature Management by DocuSign
Supplemental Terms and Conditions
Support Services for SAP Signature Management by DocuSign

This document ("Support Services Document") describes the support services provided by SAP for SAP Signature Management by DocuSign.

1. Applicability

This Support Services Document governs the provision of support and maintenance services by SAP to Customer for the Service.

2. Support Services

Support for Incidents

SAP will offer support for all malfunctions related to the Service (each an "**Incident**"). Incidents have to 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:

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 x7 days a week	English, Except for Monday to Friday from 8:00 am – 6:00 pm Local Time Zone** German and English	SAP initial response within 1 hour 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.	24 hours x7 days a week	English, Except for Monday to Friday from 8:00 am – 6:00 pm Local Time Zone** German and English	SAP initial response within 2 hours 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.	Monday through Friday, 8:00 am to 6:00 pm Local Time**	English, German	SAP initial response within 4 hours of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process.

Low	The malfunction has only few or no effects on business transactions.	Monday through Friday, 8:00 am to 6:00 pm Local Time**	English, German	SAP initial response within 1 business day of confirmation.* SAP will attempt to contact customer within the initial response time to clarify business impact and initiate resolution process
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*Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted incidents.

**Local Time shall mean Customer's local time zone, depending on where the Customer is headquartered.

Software Changes

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.

3. Customer Obligations/Preconditions

As a precondition to receive the support services as described in Section 2 above, Customer shall fulfill the following obligations:

Key Users

Customer shall identify at least one English-speaking Named 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:

- (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
- (ii) Manage background jobs and the distribution of business tasks across users;
- (iii) Manage and monitor connections to Customer's third party systems (if available), such as e-mail, fax, printers;
- (iv) Support the potential adaptation of the Service.

Exploration of self-help tools

In case of Incidents, Customer shall make reasonable effort to explore self-help tools to find already documented solutions.