

**SAP Sports One
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 subscribing to SAP Sports One (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. Cloud Service

1.1.The Cloud Service provides functionality for the holistic management of operations for professional sporting teams. Three editions of the Cloud Service are available: Basic; Advanced; and Premier, each with different functional modules as described in the Documentation. Each edition may be subscribed to as either public edition or private edition. Public edition includes a dedicated multi-tenant environment for multiple customer usage. Private edition includes one single environment per customer.

1.2.Customer is permitted to load Customer Data into the Cloud Service related to its team and players solely for analysis by Customer of its team and player performance.

1.3.The Cloud Service provides capabilities to make use of services by selected SAP partners for data provisioning and video storage, each of which must be obtained separately by Customer from the applicable SAP partner. Customer is solely responsible for the use of such third party services and any negative effect on the Cloud Service caused by or related to such third party services.

1.4.The Cloud Service may be accessed by Authorized Users through a mobile application obtained by Authorized Users via third-party websites (e.g., Google or Android stores). The use of such mobile application 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 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.

2. Fees.

2.1. For each edition of the Cloud Service (Basic, Advanced and Premier), subscription fees are based on Customer’s highest level of league competition during the then-current term of the subscription. These levels are as follows:

2.1.1. International Competition – Teams in 1st Division that participate in international club team competitions, or any national teams or associations of a country.

2.1.2. 1st Division– Teams that participate in the highest level of club league competition in their country.

2.1.3. 2nd Division– All teams not in International Competition or 1st Division.

2.2. Changes in Customer’s division of play during the course of a subscription term shall be handled as follows:

2.2.1. If Customer’s division of competition increases during the term of its subscription to the Cloud Service, and if Customer wishes to continue its subscription upon the next renewal of the Cloud Service, Customer must subscribe to the Cloud Service for the fee applicable to the new higher division of competition upon the renewal date of its then-current subscription term. Customer agrees to execute a new Order Form if Customer wishes to renew its subscription for the higher division of competition, and the new Order form will be effective at the renewal date of the subscription. If Customer chooses not to renew its subscription at the fee for the new higher division of competition, Customer must provide SAP notice of non-renewal as set forth in Section 2.2.2 below.

2.2.2. If Customer’s division of competition decreases during the term of its subscription to the Cloud Service and Customer wishes to subscribe to the Cloud Service at the fee for a lower division, Customer must initiative a notice of non-renewal to SAP at Renewals_SportsOne@sap.com pursuant to the terms governing renewals in the GTC, and execute a new Order Form at the fee for lower division of competition, which will be effective at the expiration of the then-current term of the subscription. Notices via this method of non-renewal are deemed to comply with the notice requirements of the GTC.

3. Maintenance Windows. SAP can use the following maintenance windows for planned downtimes. SAP may update these maintenance windows to the extent it generally updates them for customers of the Cloud Service, upon sixty (60) days’ notice to Customer.

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

	Maintenance Windows
Regular Maintenance Windows	Bi-weekly, Tuesday 6:00 a.m. to Tuesday 8:00 a.m. Local Time. (*) Thursday 6:00 a.m. to Thursday 7:00 a.m. Local Time. (*)
Major Upgrades	Once per year, of 8 hours.
(*) Local Time	UTC+1 , (Central European Time, summer); UTC+2, (Central European Time, winter)

5. **Additional Terms.**

5.1 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 license is obtained.

5.2 Renewal. Notwithstanding any terms in the GTC or Order Form, the Subscription Term for the Cloud Service shall automatically renew for a period of one year (each, as applicable, a **“Renewal Term”**) unless one party notifies the other party of its intention to decline renewal at least thirty (30) days in advance of expiration of the initial Subscription Term or then-current Renewal Term, as applicable.

Attachment 1
To
SAP Sports One
Supplemental Terms and Conditions
Support Services for SAP Sports One

This document ("Support Services Document") describes the support services provided by SAP for SAP Sports One.

1. Applicability

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

2. Support Services

Support for Incidents

SAP will offer support for all malfunctions related to the Cloud Service (each an "**Incident**"). Incidents have to be reported by Customer via the Contact Channel introduced by SAP below. 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. Incident receipt at SAP will be confirmed via SAP incident management system for all online submitted Incidents. The following Incident priorities shall apply:

Incident Priorities	Definition	Support Availability	Response Time
<p>P1</p>	<p>Very High: An Incident should be categorized with the priority "very high" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed.</p> <p>This is generally caused by the following circumstances:</p> <ul style="list-style-type: none"> A productive service is completely down. The imminent system Go-Live or upgrade of a production system cannot be completed. The customer's core business processes are seriously affected. <p>A workaround is not available for each circumstance.</p> <p>The Incident requires immediate processing because the malfunction may cause serious losses. In case of a Go-Live or upgrade, the reason to delay the Go-Live or upgrade must be one that would cause serious losses if not resolved before Go-Live.</p>	<p>Monday to Friday from 8:00 am – 10:00 pm Local Time Zone in English language; in addition: Monday to Friday from 8:00 am – 6:00 pm Local Time Zone in German language.</p>	<p>Initial Response: Within one hour of case being submitted.</p> <p>Ongoing Communication: Once every hour, unless otherwise communicated by SAP Support.</p> <p>Resolution Target: SAP to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within 4 hours.</p>
<p>P2</p>	<p>High: An Incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP service that are required immediately.</p> <p>The Incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.</p>	<p>Monday to Friday from 8:00 am – 6:00 pm Local Time Zone in German and English language.</p>	<p>Initial Response: Within four hours of case being submitted.</p> <p>Ongoing Communication: Once every six hours unless otherwise communicated by SAP</p>

P3	Medium: An Incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the SAP service.	Monday to Friday from 8:00 am –6:00 pm Local Time Zone in German and English language.	Initial Response: Within one business day of case being submitted. Ongoing Communication: Once every three business days for Non-Defect Issues and 10 business days for product defect issues unless otherwise communicated by SAP.
P4	Low: An Incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the SAP service that are not required daily, or are rarely used.	Monday to Friday from 8:00 am –6:00 pm Local Time Zone* in German and English language	Initial Response: Within two business days of case being submitted. Ongoing Communication: Once every week unless otherwise communicated by SAP.

The following types of Incidents are excluded from response levels as described above: (i) Incidents regarding a release, version and/or functionalities of the SAP Cloud Service developed specifically for Customer (including without limitation those developed by SAP Custom Development and/or by SAP subsidiaries); (ii) the root cause behind the Incident is not a malfunction, but a missing functionality ("development request") or the Incident is ascribed to a consulting request ("how-to").

Contact Channel

Beginning on the effective date of Customer's agreement for Cloud Services, Customer may contact SAP for Support for Incidents. The current preferred contact channels are set forth in the table below.

SAP Cloud Service	Contact Channels
SAP Sports One	SAP Support Portal at https://support.sap.com .

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 designate two qualified English speaking Authorized Users as a "Key Users" (also referred to as "Customer Contacts"). The Key User is responsible for managing all business related tasks of the Cloud 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 Cloud Service.

Only authorized Customer Contacts may contact SAP's support organization. Customer shall provide contact details (in particular e-mail address and telephone number) by means of which the Customer Contact or the authorized representative of such Customer Contact can be contacted at any time. Customer shall update its Customer Contacts for an SAP Cloud Service through the SAP Support Portal at <https://support.sap.com>. SAP may, from time to time, confirm with Customer the correctness of information Customer provides as required herein.

Exploration of self-help tools

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

To provide support services hereunder, Customer shall reasonably cooperate with SAP to resolve support Incidents, and shall have adequate technical expertise and knowledge of its configuration of the SAP Cloud Service to provide relevant information to enable SAP to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot.

CAPITALIZED TERMS

Below are further explanations of the capitalized terms used above:

Go-Live	Go-Live marks the point in time from when, after set-up of the SAP Cloud Service for the customer, the SAP Cloud Service can be used by that customer for processing real data in live operation mode and for running that customer's internal business operations in accordance with its agreement for such SAP Cloud Service.
Local Time Zone	A customer's local time zone, depending on where the customer is headquartered. For support in German language, Local Time Zone shall mean Central European (CET) time zone.
Non-Defect Issue	A reported support case that does not involve a defect in the applicable SAP Cloud Service and does not require engineering or operations personnel to resolve.
SAP Cloud Service	Any SAP Cloud Service set forth in an applicable Order Form.