

## CLOUD SERVICES

The Software AG entity referred to below is the holder of distribution and/or exploitation rights relating to the cloud services set out in this Cloud Services Description (together hereinafter referred to as “**the Cloud Services**”). The access and use by the Customer of the Cloud Services is governed by the terms and conditions set out in the Trial Cloud Services Click-Wrap Agreement to which this Cloud Services Description is attached. In the event of any conflict the terms and conditions set out below in this Cloud Services Description shall prevail over those set out in the Trial Cloud Services Click-Wrap Agreement.

Cloud Services		
Product Name and Operating System	Quantity and Licence Metric	Product Code
Alfabet Cloud Basic on Hosted Software	1 X Named User	POL

ARIS Basic Cloud Service Information	
General Information	Environment: Public Cloud Customer Account Base Operating Model: Linux Operating System + DBMS Base Operating System Details: Ubuntu Server, Oracle
Infrastructure Services	AWS: EC2, RDS, S3
Service Availability	99.50%
Data Storage Location	EU Dublin
Standard Maintenance Window	Mon - Fri 5am - 7am CET/CET +1; Sat - Sun 8am - 12am CET/CET +1 upon 1 week notice
Optional Maintenance Window	N/A
Data Backup	Frequency: Daily, with 5 days rolling backups Data Backup Location: Same AWS region as the Data Storage Location referred to above but different AWS availability zone Recovery Point Objective 24h based on daily backups Recovery Time Objective: 12h

Licence Metrics	
Named User	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Named User' above is limited to use by a total number of users which does not exceed the licensed number indicated above. For these purposes a 'user' means a uniquely identified individual employee of the Customer, entity, device, or process that accesses, operates, or maintains such Cloud Services.