

CLLOUD 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 Offer Description

webMethods.io Integration is a Software AG Cloud-hosted Integration Platform-as-a-Service (iPaaS) product. webMethods Integration enables you to automate tasks by connecting apps and services.

webMethods.io B2B is a Software AG Cloud-hosted Software-as-a-Service (SaaS) product. webMethods B2B enables enterprises to define communication channels with trading partners in order to exchange business documents electronically.

webMethods.io API is a Software AG Cloud-hosted API Management-as-a-Service (MaaS) platform. webMethods API enables you to securely manage and expose APIs to your developer and partner community.

Cloud Services and Support

Software AG provides specific levels of services and support according to the table below:

Category	Free Forever & Trial Cloud Services	Basic	Advanced	Enterprise
Support	Community	Software AG shall provide the support services described in the applicable Cloud Support Policy as updated by Software AG from time to time and made available to customers at https://www.softwareag.com/support_policies/		
Support Availability	Community	9 hours per day, 5 days per week	9 hours per day, 5 days per week	24 hours per day, 7 days per week

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Crisis Support	Community	9 hours per day, 5 days per week, 1 Business Day response	24 hours per day, 7 days per week, 1 Hour response	24 hours per day, 7 days per week, 30 Minutes response
Critical Support	Community	9 hours per day, 5 days per week, 1 Business Day response	9 hours per day, 5 days per week, 4 Hours response	24 hours per day, 7 days per week, 2 Hours response
Standard Support	Community	9 hours per day, 5 days per week, 1 Business Day response	9 hours per day, 5 days per week, 1 Business Day response	24 hours per day, 7 days per week, 1 Day response
Service Availability	Planned and unplanned downtime for the Cloud Services is announced on https://trust.softwareag.com/ with expected time when the system will be available.			
Production Service Availability	No SLA	99.50%	99.90%	
Development & Test Service Availability	No SLA	99.50%		
Data Storage Location	Software AG's Cloud Services are available in several geographical regions, operated by different infrastructure providers and are posted on https://www.softwareag.cloud/site/regions.html#/ for the most up to date Cloud regions.			

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Maintenance Events	<p>Planned maintenance event dates and times are posted on https://trust.softwareag.com/ at least one week prior to the maintenance event.</p> <p>Monthly updates typically do not require downtime.</p> <p>Quarterly releases will require scheduled downtime.</p>			
Data Retention (Integration & API)	30 days			
Data Retention (B2B)	30 days	365 days		
Analytics Data Retention	60 days			
Data Backup and Disaster Recovery	<p>Frequency: Daily, with 30 days rolling backups</p> <p>Data Backup Location: Same region as the Data Storage Location referred to above but different availability zone*</p> <p>Recovery Point Objective: 24h</p> <p>Recovery Time Objective: 12h</p> <p>*subject to the availability of this feature in the underlying AZURE infrastructure region, in regions w/o “availability zones” the feature “availability set” will be leveraged</p>			
Exit Terms	<p>Access to the Cloud Services will be removed upon expiry of the Trial Term or Cloud Services Term. Within 30 days after termination or expiration of the Cloud Services Term (the “Exit Period”), and upon Customer request, Software AG will provide a final backup of the Customer Data. Customers using the Cloud Services on a trial basis will not have access to the Customer Data at the end of the Trial Term. After the Exit Period, Software AG will delete the Customer's environment/tenant, dedicated virtual servers and Customer Data in accordance with industry standard practices.</p>			