SAP STANDARD SUPPORT SCHEDULE

(“Support Agreement”)

This Support Agreement governs the provision of support services by Business Objects (Shanghai) Co., Ltd. (“BOBJ”) as further defined herein (“SAP Standard Support”) for all Software licensed by Licensee upon the effective date of this Support Agreement (hereinafter collectively referred to as the “SAP Standard Support Solutions”), excluding Software to which special support agreements apply.

本支持协议规定了自本支持协议生效之日起由 BOBJ 向被许可人许可的所有软件（以下统称为“企业级支持解决方案”）提供的支持服务的内容（以下称为“SAP 企业级支持”），但那些适用特殊支持服务协议的软件除外。

1. Definitions

定义

1.1 “Production System” shall mean a live SAP system used for normal business operations and where Licensee’s data is recorded.

“生产系统”是指用于正常业务运行且记录被许可人数据的 SAP 上线系统。

1.2 “Local Office Time” shall mean regular working hours (8.00 a.m. to 6.00 p.m.) during regular working days, in accordance with the applicable public holidays observed by BOBJ’s registered office.

“本地工作时间”是指正常工作日里的正常工作时间（上午 8 点至下午 6 点），依据 BOBJ 注册所在地适用的公共假期。

2. Scope of SAP Standard Support

标准支持服务的范围

Licensee may request and BOBJ shall provide, to such degree as BOBJ makes such services generally available in the Territory, SAP Standard Support services. SAP Standard Support currently includes:

被许可人可以要求并且 BOBJ 应提供 SAP 标准支持服务，但应以 BOBJ 在区域内可普遍提供此类服务为限。目前，SAP 标准支持包括：

Continuous Improvement and Innovation

持续改进和创新

- New software releases of the licensed Standard Support Solutions, as well as tools and procedures for upgrades.
- 已许可的标准支持解决方案的新软件版本，以及用于升级的工具和程序。
- Support packages - correction packages to reduce the effort of implementing single corrections. Support packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements.

- 支持补丁包－用于降低实施某一单独更正的工作量的更正包。支持补丁包中可能还包括为了适应法律法规的变化对现有功能进行的变更。
- Technology updates to support third-party operating systems and databases.
- 为支持第三方操作系统和数据库的技术更新。
- Available ABAP source code for SAP software applications and additionally released and supported function modules.
- SAP 软件应用及已发布并支持的功能模块；其 ABAP 源代码可用。
- Software change management, such as changed configuration settings or Standard Support Solutions upgrades, is supported currently for example with content and information material, tools for client copy and entity copy, and tools for comparing customization.
- 软件变更管理，如配置设置的变更或标准支持解决方案升级，目前通过共享内容和信息文档、集团拷贝和实体拷贝的工具以及配置对比的工具等方式来支持。

Message Handling

问题处理

- SAP Notes on the SAP Service Marketplace document software malfunctions and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections that Licensees can implement into their SAP system. SAP Notes also document related issues, customer questions, and recommended solutions (e.g. customizing settings).
- SAP Service Marketplace(SAP 服务网站)的 SAP Notes（SAP 注释）记录了软件错误，并包括如何修复、避免或绕开错误的信息。SAP 注释可包含被许可人可以在自己的 SAP 系统中实施的编码更正。SAP 注释还记录了相关问题、客户的疑问以及推荐的解决办法（例如，客户化设置）。
- SAP Note Assistant - a tool to install specific corrections and improvements to SAP components.
- SAP 注释帮助－用于为 SAP 组件安装特定更正和改进的一个工具。
- Global message handling by SAP for problems related to Standard Support Solutions. When Licensee reports malfunctions, BOBJ supports Licensee by providing information on how to remedy, avoid or bypass errors. The main channel for such support will be the support infrastructure provided by BOBJ. Licensee may send an error message at any time. All persons involved in the message solving process can access the status of a submitted message at any time. In exceptional cases, Licensee may also contact BOBJ by telephone. For such contact (and as otherwise provided) BOBJ requires that Licensee provides remote access as specified in Section 3.2(iii). BOBJ will commence message handling on errors of very high priority (for a definition of priorities, see SAP Note 67739) within 24 hours, 7 days a week provided that the following conditions are met: (i) The error must be reported in English and (ii) Licensee must have a suitably skilled English-speaking employee at hand so that Licensee and BOBJ can communicate if BOBJ assigns the problem message to an overseas SAP support center. Otherwise BOBJ begins message handling (i) In case of incidents which prevent operation: If these are reported before 12:00 am Local Office Time, message handling will begin on the next working day at the latest. If they are

reported after 12:00 am Local Office Time, message handling will begin on the day following the next working day at the latest; (ii) In case of incidents which hinder operation: message handling will begin within a reasonable period of notification and according to the severity of the malfunction; (iii) other errors will be eliminated in the next release.

- 针对与标准支持解决方案相关问题的 SAP 全球问题处理。当被许可人报告出现故障时，BOBJ 会向被许可人提供支持，告知如何修复、避免或绕开这些错误。此类支持的主要渠道是由 BOBJ 提供的支持基础架构。被许可人可以在任何时间发送错误问题报告。所有参与问题解决流程的人员都可以在任何时间了解已提交的问题的处理状态。在特殊情形下，被许可人也可以通过电话联系 BOBJ。对于此类联系（另有规定），BOBJ 要求被许可人提供 3.2 节（iii）所规定的远程访问。对于优先级非常高（有关优先级的定义，请参见 SAP Note 67739）的错误，BOBJ 将在 24 小时之内，一周七天处理，但必须符合以下条件：（i） 被许可人必须使用英语报告错误，（ii） 被许可人必须配备一名英语口语熟练的员工，以便在 BOBJ 将问题消息发送至海外 SAP 支持中心时，被许可人和 SAP 也能实现顺畅沟通。否则，BOBJ 将按下述规定启动消息处理：（i） 发生阻止运营的事件：如果在当地办公时间中午 12 点前报告事件，消息处理最迟将在下一个工作日启动。如果在当地办公时间中午 12 点以后报告，消息处理最迟将在下一个工作日的下一天启动；（ii） 发生扰乱运营的事件：消息处理将根据故障严重程度在合理的通知期限内启动；（iii） 其他错误将在下一版本中纠正。
- Global 24x7 escalation procedures.
- 全球 24×7 小时紧急问题提升应急机制

Remote Services

远程服务

- SAP Standard Support currently includes a choice of one of the following services per live installation per year:
- 在 SAP 标准支持下， 目前每年每个安装点可选择一次以下的服务

o One GoingLive Check for e.g in case the customer decides to implement new SAP Software and use it productively;

o 一次上线检查，当客户决定实施新的 SAP 软件并进入生产性的使用；

o One GoingLive Upgrade Check for an upgrade to a higher release; or

o 一次上线升级检查，用于升级到更高版本；或者

o One GoingLive OS/DB Migration Check. This OS/DB Migration Check assists the Licensee in preparing for a migration of an operating system or database. Migration is the responsibility of the Licensee.

o 一次上线 OS/DB 迁移检查。OS/DB 迁移检查可协助被许可人做好操作系统或数据库迁移方面的准备工作。迁移是被许可人的责任。

- In case of vital alerts reported by SAP EarlyWatch® Alert, up to two (2) SAP EarlyWatch® Checks may be performed per calendar year for a production system if required.

- 如果收到 SAP EarlyWatch® Alert 报告的重要警报，如有必要每日历年可对生产系统执行最多两次的 SAP EarlyWatch® 检查。
- A service can consist of one or more service sessions (“Service Session”). A Service Session consists of a sequence of support activities and tasks carried out remotely to collect further information by interview or by analysis of a Production System resulting in a list of recommendations. A Service Session could run manually, as a self-service or fully automated.
- 每项服务可包含一个或多个服务会话（“服务会话”）。服务会话包含一系列远程执行的支持活动和任务，可通过访谈或生产系统分析收集更多相关信息，最终形成一系列建议。服务会话既可手工运行，作为自助服务，也可以完全自动运行。
- In order to meet the requested delivery date for a remote service, the service has to be ordered at least two months in advance of the desired service delivery date. The right to services only exists for a specific installation and is not transferable to other installations.
- 为满足远程服务要求的交付日期，必须至少在要求的服务交付日期前两个月订购服务。服务的权利仅适用于特定安装点，不能转让给其他安装点。
- Further information and detail about individual SAP services can be found in SAP Service Marketplace at http://service.sap.com/standardsupport.
- 有关单个 SAP 服务的更多信息和详情，请参见 SAP 服务网站，网址为：http://service.sap.com/standardsupport。

SAP Solution Manager Enterprise Edition under Standard Support

标准支持下的 SAP 解决方案管理器企业版

- SAP Solution Manager Enterprise Edition (and any successor to SAP Solution Manager Enterprise Edition provided hereunder) shall be subject to the Software Agreement and Support Agreement and is for the following purposes only under SAP Standard Support: (i) delivery of SAP Standard Support, including delivery and installation of software and technology maintenance for Standard Support Solutions and (ii) project reporting, business blueprinting and configuration, Early Watch Alert , SAP Netweaver-based component monitoring, operation of a support desk only for Standard Support Solutions and for managing change requests solely related to and only within Standard Support Solutions.
- SAP 解决方案管理器企业版（以及本支持协议项下提供的任何 SAP 解决方案管理器企业版的后续版本）应受软件合同和支持协议规定的约束；并在 SAP 标准支持下仅为如下目的进行使用：（1）交付 SAP 标准支持，包括为标准支持解决方案交付和安装软件和技术维护；（2）项目报告、业务蓝图设计和配置、早期预警、监控基于 SAP Netweaver 的组件、仅为标准支持解决方案所运行的支持台，仅限于 标准支持解决方案本身的或相关的变更请求管理。
- SAP Solution Manager Enterprise Edition shall only be used during the term of this Support Agreement by the Licensee subject to the licensed rights for the Software and exclusively for Licensee's SAP-related support purposes in support of Licensee’s internal business operations. The right to use any SAP Solution Manager Enterprise Edition capabilities under SAP Standard Support other than those listed

above is subject to an additional fee and a separate written agreement with SAP, even if such capabilities are accessible through or related to SAP Solution Manager Enterprise Edition.

- SAP 解决方案管理器企业版仅可由被许可人在本支持协议有效期内使用（受软件许可权利约束），且仅为支持被许可人内部运营而用于被许可人的 SAP 支持相关之用途。任何对超出上述 SAP 标准支持之 SAP 解决方案管理器企业版的授权范围的使用，都需另行支付费用并与 SAP 另行签署单独的书面协议，即使此类功能可以通过 SAP 解决方案管理器企业版访问或与 SAP 解决方案管理器企业版有关联。
- BOBJ may update the use cases for SAP Solution Manager Enterprise Edition under SAP Standard Support from time to time. BOBJ shall post such updated use cases on the SAP Service Marketplace under http://service.sap.com/solutionmanager or SAP's then current support portal, and such use cases shall apply to Licensee's use of SAP Solution Manager Enterprise Edition on a going-forward basis.
- BOBJ可能会不定期更新 SAP标准支持下 SAP 解决方案管理器企业版的用例。BOBJ将在 SAP 服务网站（http://service.sap.com/solutionmanager）或 SAP 届时使用的支持门户上公布这些更新用例，被许可人今后使用 SAP解决方案管理器企业版时将适用这些用例。

In the event Licensee terminates SAP Standard Support and receives SAP Enterprise Support in accordance with Section 6, Licensee's use of SAP Solution Manager shall be governed by the terms and conditions of the Support Agreement.

如被许可人终止 SAP 标准支持，且依据第六条规定的方式接受 SAP 企业级支持，则被许可人对 SAP 解决方案管理器的使用应受支持协议条款和条件的约束。

Other Components, Methodologies, Content and Community Participation

其他组件、方法、内容与社区参与

- Monitoring components and agents for systems to monitor available resources system status information of the Standard Support Solutions (e.g., SAP EarlyWatch Alert).
- 系统监控组件和代理用于监控可用资源和收集标准支持解决方案的系统状态信息（如 SAP EarlyWatch Alert）
- Administrative integration of distributed systems through SAP Solution Manager Enterprise Edition
- 通过 SAP 解决方案管理器企业版为分布式系统集成系统管理
- Content and supplementary tools designed to help increase efficiency, which may include implementation methodologies and standard procedures, an Implementation Guide (IMG) and Business Configuration (BC) Sets.
- 旨在帮助提高效率的内容和辅助工具，其中包括实施方法论和标准程序、实施指南（IMG）和业务配置（BC）集
- Access to guidelines via the SAP Service Marketplace, which may include implementation and operations processes and content designed to help reduce costs and risks.

- 通过访问 SAP 服务市场获取各种指南，其中包括实施和运行流程以及其它用于降低成本和风险的内容
- Participation in SAP's customer and partner community (via SAP Service Marketplace), which provides information about best business practices, service offerings, etc.
- 参加 SAP 的客户和合作伙伴社区（通过 SAP 服务网站），此社区提供最佳业务实践和服务产品等的相关信息。

3. Licensee's Responsibilities

被许可人的责任

3.1 SAP Standard Support Program Management

SAP 标准支持程序管理

In order to receive SAP Standard Support hereunder, Licensee shall designate a qualified English speaking contact within its Customer COE (the "Contact Person") and shall provide contact details (in particular e-mail address and telephone number) by means of which the Contact Person or the authorized representative of such Contact Person can be contacted at any time. Licensee's Contact Person shall be Licensee's authorized representative empowered to make necessary decisions for Licensee or bring about such decision without undue delay.

为获得本支持协议项下的 SAP 标准支持，被许可人应在其客户 COE 指派一名讲英语的合格人员（"联系人"），并且提供该联系人或该联系人授权代表的联络方式（特别是电子邮件和电话号码），以便随时与其取得联系。被许可人的联系人应为被许可人的授权代表，有权代表被许可人作

出必要的决定，或促使被许可人无延迟的作出决定。

Contact Person Name	Postal Address	Email Address	Desk Telephone Number	Mobile Telephone Number

3.2 Other Requirements

Licensee must further satisfy the following requirements:

被许可人还须完全满足以下条件：

(i) Continue to pay all Standard Support Fees in accordance with the Support Agreement.

依照支持协议连续支付所有 SAP 标准支持服务费用

(ii) Otherwise fulfill its obligations under the Software Agreementand Support Agreement.

履行软件合同和支持协议中规定的其他义务。

(iii) Provide and maintain remote access via a technical standard procedure as defined by BOBJ and grant BOBJ all necessary authorizations, in particular for problem analysis as part of message handling. Such remote access shall be granted without restriction regarding the nationality of the SAP employee(s) who process support messages or the country in which they are located. Licensee acknowledges that failure to grant access may lead to delays in message handling and the provision of corrections, or may render

BOBJ unable to provide help in an efficient manner. The necessary software components must also be installed for support services. For more details, see SAP Note 91488.

按照 BOBJ 定义的技术标准程序提供和维护远程访问，并授予 BOBJ 所有必要的权限（特别是为作为问题处理一部分的问题分析提供授权）。在授予远程访问的权限时，不应针对处理问题的 SAP 的员工的国籍或其所处的国家加以限制。被许可人同意，未授予远程访问权限可能会导致问题处理和提供修复的延误，或导致 BOBJ 无法以有效的方式提供帮助。支持服务所需要的软件组件也必须安装。详情参阅 SAP 第 91488 号注释。

(iv) Establish and maintain an SAP certified Customer COE meeting the requirements specified in Section 4 below within twelve months of the Effective Date of this Support Agreement.

在本支持协议生效日期后的十二个月内，建立并维护一个经 SAP 认证的客户 COE，客户 COE 应满足以下第 4 条中规定的要求。

(v) Have installed, configured and be using productively, an SAP Solution Manager Enterprise Edition Software system, with the latest patch levels for Basis, ABAP, and the latest SAP Solution Manager Enterprise Edition support packages.

已经安装、配置并生产性的使用 SAP 解决方案管理器企业版系统，包括已安装用于 Basis 和 ABAP 的最新补丁以及最新版 SAP 解决方案管理器企业版软件的支持包。

(vi) Activate SAP EarlyWatch Alert for the Production Systems and transmit data to Licensee's productive SAP Solution Manager Enterprise Edition system. See SAP Note 1257308 for information on setting up this service.

为生产系统激活 SAP 先期预警，并向被许可人生产性的 SAP 解决方案管理器企业版系统传送数据。详情参阅关于设立该服务的 SAP 第 1257308 号注释。

(vii) Establish a connection between Licensee's SAP Solution Manager Enterprise Edition installation and BOBJ and a connection between the Standard Support Solutions and Licensee's SAP Solution Manager Enterprise Edition installation.

建立被许可人的 SAP 解决方案管理器企业版的安装点和 BOBJ 之间的连接，以及标准支持解决方案和被许可人的 SAP 解决方案管理器企业版软件安装点之间的连接。

(viii) Licensee shall maintain the Standard Support Solutions landscape and core business processes in Licensee's SAP Solution Manager Enterprise Edition system at least for the Production Systems and systems connected to the Production Systems. Licensee shall document any implementation or upgrade projects in Licensee's SAP Solution Manager Enterprise Edition system.

被许可人应在标准支持解决方案和至少维持生产系统和连接在生产系统的 SAP 解决方案管理器企业版软件系统中核心商业程序。被许可人还应在被许可人的 SAP 解决方案管理器企业版软件系统中记录所有实施或升级项目。

(ix) To fully enable and activate the SAP Solution Manager Enterprise Edition, Licensee shall adhere to the applicable documentation.

为完全使用和激活 SAP 解决方案管理器企业版，被许可人应严格遵循适用的文件完成操作。

(x) Licensee agrees to maintain adequate and current records of all modifications and, if needed, promptly provide such records to BOBJ.

被许可人同意为所有修改维持充分且最新的记录，并且如果需要，立即将此类记录提供给 BOBJ。

(xi) Submit all error messages via the then current SAP support infrastructure as made available by BOBJ from time to time via updates, upgrades or add-ons.

通过 BOBJ 不时通过更新或者增加而提供给被许可人的 SAP 当时的支持架构提交所有错误报告。

(xii) Inform BOBJ without undue delay of any changes to Licensee's installations and Named Users and all other information relevant to the Standard Support Solutions.

毫不迟疑地将被许可人的安装点，指定用户和与标准支持解决方案相关任何变化通知 BOBJ

4. Customer Center of Expertise

客户 Center of Expertise(COE)

4.1 Role of the Customer COE

客户 COE 的职责

Licensee is required to establish a Customer COE meeting the requirements specified below within twelve months of the Effective Date of this Support Agreement. The Customer COE is designated by Licensee as a central point of contact for interaction with the SAP support organization.

被许可人应在本附件生效之日起 12 个月内建立一个符合下述要求的客户 COE。客户指定客户 COE 为与 SAP 支持机构联系的中枢机构。

4.2 Basic Functions of the Customer COE

客户 COE 的基本职能

The Customer COE must fulfill the following basic functions:

客户 COE 必须履行以下基本职能

- Support Desk: Set-up and operation of a support desk with a sufficient number of support consultants for infrastructure/application platforms and the related applications during regular local working hours (at least 8 hours a day, 5 days (Monday through Friday) a week). Licensee support process and skills will be reviewed in the framework of the certification audit.
- 支持服务台（Support Desk）：在当地正常的工作时间（至少一天 8 小时，一周 5 天（星期一到星期五））内，为架构/应用平台和相关的应用建立和运行一个拥有足够支持顾问的支持服务台。被许可人支持流程和技能将在认证审计时评估。
- Contract administration: Contract and license processing in conjunction with BOBJ (license audit, maintenance billing, release order processing, user master and installation data management).
- 合同管理：与 BOBJ 一起进行合同和许可事项的处理（许可审计、维护费开票、软件订购处理、用户主数据和安装数据管理）。

- Coordination of innovation requests: Collection and coordination of development requests from Licensee and/or affiliates provided such affiliates are entitled to use the Standard Support Solutions under the Agreement. In this role the Customer COE shall also be empowered to function as an interface to BOBJ to take all action and decisions needed to avoid unnecessary modification of Standard Support Solutions and to ensure that planned modifications are in alignment with the SAP software and release strategy. The Customer COE shall also coordinate Licensee's modification notification and disclosure requirements.
- 创新需求协调：收集并协调来自被许可人和/或其关联方的开发需求，但该关联方须有权依照软件合同使用 SAP 软件。在本职能中，客户 COE 也应被授权作为 BOBJ 的接口，采取所有措施和必要的决定以避免对软件不必要的修改并保证计划的修改与 SAP 软件和版本策略一致。客户 COE 也应协调被许可人的修改通知和披露要求。
- Information management: Distribution of information (e.g. internal demonstrations, information events and marketing) about Standard Support Solutions and the Customer COE within Licensee's organization.
- 信息管理：在被许可人机构内部，传递与软件和客户 COE 有关的信息（例如，内部演示、信息事件和内部营销等）。

4.3 Customer COE Certification

客户 COE 认证

If Licensee does not already have a certified Customer COE upon the Effective Date, Licensee must establish a certified Customer COE within one (1) year after the Effective Date. Upon request, BOBJ may grant Licensee an extension to such period. To obtain Customer COE certification or re-certification by BOBJ, the Customer COE undergoes an audit procedure that covers the basic functions (primary certification). Detailed information on the initial certification and re-certification process and conditions are available in SAP Service Marketplace at http://service.sap.com/coe.

如果被许可人在生效日期尚未建立一个经认证的 COE，被许可人必须在生效日期后的一（1）年内（BOBJ 可能同意延长该期限）建立一个已认证的客户 COE。为获得客户 COE 认证或再认证，客户需要通过一个包括基本功能的审计程序（初始认证）。关于客户 COE 的首次认证和再次认证的流程和条件的详细信息参见 SAP 服务网站（http://service.sap.com/coe.）。

5. Fees for SAP Standard Support

标准支持费用

SAP Standard Support Fees shall be paid annually in advance and shall be specified in Appendices or order documents to the Support Agreement. After Year 1, the SAP Standard Support Fees and any limitations on increases are subject to Licensee's compliance with the Customer COE requirements specified above.

SAP 标准支持费用，应每年提前支付，并在支持协议的附录或者订单文件中具体规定。在第一年后，标准支持费用和费用增加的任何限制以被许可人遵守上文中约定的客户 COE 要求为前提。

6. Termination

终止

6.1 SAP Standard Support may be terminated by either party with ninety (90) days written notice (i) prior to the end of the Initial Term and (ii) thereafter, prior to the start of the following renewal period. Any termination will be effective at the end of the then-current SAP Standard Support period during which the termination notice is received by BOBJ. Notwithstanding the forgoing, BOBJ may terminate SAP Standard Support after thirty (30) days written notice of Licensee's failure to pay Standard Support Fees.

6.1 任何一方可以提前九十（90）天书面通知终止标准支持（i）在首期结束之前且（ii）在下一个续展期开始之前。任何终止均在 BOBJ 收到终止通知所在的当时的 SAP 标准支持期间结束时生效。尽管有上述规定，若被许可人未支付 SAP 标准支持服务费用，BOBJ 可在就此给予被许可人书面通知的三十(30)天后，终止标准支持服务

6.2 Notwithstanding Licensee's rights under Section 6.1, and provided Licensee is not in default of any obligations under the Software Agreement and Support Agreement, Licensee may select SAP Enterprise Support with ninety (90) days notice to BOBJ either (i) with respect to all orders for support that are solely on a calendar year renewal basis, prior to the beginning of any calendar month; or (ii) with respect to all orders for support that are not solely on a calendar year renewal basis, prior to the anniversary date of any such renewal. Such selection shall be stated by Licensee in the notice letter, and shall terminate SAP Standard Support effective with the commencement of SAP Enterprise Support. Any such selection shall apply to all Standard Support Solutions, and shall be on SAP's then-current terms and conditions for SAP Enterprise Support, including without limitation pricing. BOBJ and Licensee shall execute an amendment or other document to the Agreement memorializing Licensee's selection and SAP's then-current terms and conditions.

6.2 不拘于第 6.1 条对被许可人权利的约定，且在被许可人不违反任何软件合同和支持协议项下任何义务的前提下，被许可人可以提前九十（90）天书面通知 BOBJ 选择 SAP 企业级支持（i）如被许可人的所有支持订单以日历年为基础续约的，在每个日历月之前（ii）如被许可人的所有支持订单非以日历年为基础续约的，在每个到期续展日之前。被许可人应书面通知该选择且在 SAP 企业级支持开始时终止 SAP 标准支持。任何该等选择均应适用于所有标准支持解决方案且应遵守 SAP 当时有效的 SAP 企业级支持的条款和条件，包括但不限于价格。BOBJ 和被许可人应签署修改协议或其它记录被许可人的选择和 SAP 当时有效的条款和条件的其他文件。

6.3 For the avoidance of any doubt, termination of SAP Standard Support or selection to enroll in another type of SAP Support Services by Licensee pursuant to Support Services selection provisions under the Support Agreement shall strictly apply to all licenses under the Software Agreement, its appendices, schedules, addenda and order documents and any partial termination of SAP Standard Support or partial

selection of SAP Standard Support by Licensee shall not be permitted in respect of any part of the Software Agreement, its appendices, schedules, addenda, order documents or this Support Agreement.

6.3 为避免疑问，被许可人终止 SAP 标准支持服务或者被许可人根据支持协议中支持服务选择条款注册到另一种 SAP 支持服务的效力也应完全适用于软件合同、其附录与补充条款和订单文件项下的所有许可，被许可人不得部分终止软件合同、其附录、补充条款、订单文件或本支持协议的标准支持服务，亦不得部分选择 SAP 标准支持服务。

7. Verification

To check the compliance with the terms of this Support Agreement, BOBJ shall be entitled to periodically monitor (at least once annually and in accordance with SAP standard procedures) (i) the correctness of the information provided by Licensee and (ii) Licensee's usage of the Solution Manager Enterprise Edition in accordance with the rights and restrictions set out in this Support Agreement.

查证。为查验是否符合本支持协议的条款，BOBJ 有权定期审查（至少每年一次并且根据 SAP 标准程序）（1）被许可人所提供信息的正确性，及（3）被许可人根据本支持协议规定的权利和限制使用解决方案管理器企业版的情况。

8. Reinstatement

恢复。

In the event Licensee elects not to commence SAP Standard Support upon the first day of the month following initial delivery of the Standard Support Solutions, or SAP Standard Support is otherwise terminated pursuant to Section 6.1 above without exercising rights under Section 6.2 or declined by Licensee for some period of time, and is subsequently requested or reinstated, BOBJ will invoice Licensee the accrued SAP Standard Support Fees associated with such time period plus a reinstatement fee.

如果被许可人选择非自标准支持解决方案的首次交付后次月的第一天开始 SAP 标准支持服务，或 SAP 标准支持服务根据本支持协议第 6.1 条的规定（但未按照第 6.2 条规定选择企业级支持服务的）终止或经被许可人中断一段期间后，其要求开始或恢复 SAP 标准支持服务时，BOBJ 将向被许可人收取该终止或中断期间累计的 SAP 标准支持费用及 SAP 标准支持服务恢复费。

9. Other Terms and Conditions

其它条款和条件。

9.1 The scope of SAP Standard Support may be changed by BOBJ at any time upon three months prior written notice.

SAP 标准支持的提供范围可以在任何时候，经 BOBJ 提前三个月书面通知由 BOBJ 变更

9.2 Licensee hereby confirms that Licensee has obtained all licenses for the Standard Support Solutions.

被许可人在此确认，被许可人已经获得了标准支持解决方案所需的全部许可

9.3 In the event that Licensee is entitled to receive one or more services per calendar year, (i) Licensee shall not be entitled to receive such services in the first calendar year if the Effective Date of this Support

Agreement is after September 30 and (ii) Licensee shall not be entitled to transfer a service to the next year if Licensee has not utilized such service.

若被许可人有权在每一日历年度获得一次或多次服务，则（1）若本支持协议生效日期为 9 月 30 日之后，被许可人在首个日历年度将不会获得此类服务；及（2）若被许可人未使用此类服务，被许可人不能将该服务转至下一日历年度使用。

9.4 FAILURE TO UTILIZE SAP STANDARD SUPPORT PROVIDED BY BOBJ MAY PREVENT BOBJ FROM BEING ABLE TO IDENTIFY AND ASSIST IN THE CORRECTION OF POTENTIAL PROBLEMS WHICH, IN TURN, COULD RESULT IN UNSATISFACTORY SOFTWARE PERFORMANCE FOR WHICH BOBJ CANNOT BE HELD RESPONSIBLE.

未使用 BOBJ 提供的 SAP 标准支持服务可能会妨碍 BOBJ 辨别及协助被许可人更正潜在问题，其结果可能造成软件运行无法符合要求，BOBJ 对此不负任何责任。

9.5 In the event SAP licenses third party software to Licensee under the Software Agreement, BOBJ shall provide SAP Standard Support on such third party software to the degree the applicable third party makes such SAP Standard Support available to BOBJ. Licensee may be required to upgrade to more recent versions of its operating systems and databases to receive SAP Standard Support. If the respective vendor offers an extension of support for its product, BOBJ may offer such extension of support under a separate written agreement for an additional fee. If the licensing agreement between SAP and a third-party vendor is terminated, support for this vendor's third-party software will be provided through BOBJ according to the defined support processes until the end of the wind-down period agreed upon between SAP and the third-party vendor.

如果 SAP 在软件合同项下向被许可人授予第三方软件的许可，且该第三方向 BOBJ 提供前述标准支持，BOBJ 将在该第三方提供支持的范围内为该第三方软件提供标准支持。被许可人可能被要求将其操作系统和数据库升级到较新的版本，以便接受 SAP 标准支持服务。如果相应的第三方产品供应商为其产品提供了扩展的支持服务，BOBJ 可以通过另一单独的书面协议提供此类扩展的支持服务并收取额外费用。如果 SAP 与第三方供应商的许可协议终止的，对该第三方供应商软件的服务在 SAP 与第三方供应商约定的缓冲期到期之前将由 BOBJ 根据既定的支持程序提供。

9.6 SAP Standard Support is provided according to the current maintenance phases of SAP software releases as stated in http://service.sap.com/releasestrategy. Extended Support for certain releases of the software is available at additional license fee.

SAP标准支持系按照 http://service.sap.com/releasestrategy网址规定的SAP软件发行版本的当前维护阶段提供的支持。某些软件版本的扩展支持服务可以额外支付费用获得。

9.7 The Support Agreement may be in English and Chinese. In the event that there are different interpretations of the same provision or actual contradictions, the meanings of the English version shall prevail.

9.7 本支持协议可以用中英文。如果对中英文中相同条款之解释有所歧义或者两者互相抵触时，应以英文版为准。