SAP Social Media Analytics by Netbase
Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for the purchase of certain SAP products and services ("Agreement") pursuant to which Customer is purchasing SAP Social Media Analytics by Netbase OnDemand. SAP Social Media Analytics by Netbase OnDemand is deemed part of the Service (as defined in the General Terms and Conditions for SAP Cloud Services) and is provided under the terms and conditions of the Agreement. The Agreement includes an Order Form, the General Terms and Conditions for SAP Cloud Services, these supplemental terms and conditions (the "Supplement") and any Schedules referenced by those documents. This Supplement and any modifications to the Agreement made herein apply solely to SAP Social Media Analytics by Netbase and not to any other SAP product or service.

1. Under the terms of the Order Form, Customer shall be entitled to access and use the Service, including API access (as defined in section 2 below) and data export rights. Data export rights means the right to remove the sentiment analysis data from the Service and export it into a spreadsheet and then redistribute the data.

2. As part of the Service, SAP makes available to Customer certain Application Programming Interfaces (APIs) that allow Customer to access the Service via other SAP licensed products as defined by SAP and to export data from the Service to such other SAP licensed products. Customer must have a valid license for the use of such other SAP products, including all licenses required for users of such SAP products that will access the Service. Services to enable the integration of the Service with other SAP products are not included under the Order Form.

3. The following metrics are used to define Customer's use rights:

(i) A Business User is a Named User authorized to view dashboards of sentiment analysis for specific Topics (as defined in lit. (iii) below).
(ii) An Analyst User is a Named User with all the rights of a Business User. In addition, Analyst Users are authorized to create and save new Topics and dashboards.
(iii) A Topic is a saved search which represents sentiment analysis data for that search – intensity, behavior, and emotion. Each Topic includes API access and is limited to 500,000 posts. Additional posts require an additional Topic.
(iv) A Topic with Full Twitter Access is a Topic that includes 100% of tweets on the search. Each Topic with Full Twitter Access includes API access and is limited to 100,000 posts per Topic with Full Twitter Access. Additional posts require an additional Topic with Full Twitter Access.

4. SAP may assign this Agreement to NetBase, Inc. or its successor at any time.