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			
Cloud Service Name	**Quantity and Usage Metric**	**Product Code**	**Usage**
Cumulocity IoT Base Platform - Enterpr. on Hosted Software	1 Instance	IOTBE	Production
Cumulocity IoT Usage - Devices on Hosted Software	200 Devices	IOTUD	Production
Cumulocity IoT Usage - Inbound Data Tra. on Hosted Software	200 Inbound Data Transfers	IOTUI	Production
Cumulocity IoT Usage - Data stored on Hosted Software	100 Data Vol. Stored	IOTUS	Production

Cumulocity IoT Cumulocity Base Platform - Enterprise - Cloud Service Information	
General Information	The Cumulocity IoT Platform is a Platform for the Internet of Things to connect and manage devices as well as to visualize and analyze data delivered in a Software-as-a-Service model. The underlying infrastructure is hosted in Amazon Web Services (AWS). Supplier maintains, monitors and secures the shared architecture.
Delivery Model	Shared Environment - Multi-Tenant
Deployment Model	Managed Cumulocity Cloud
Infrastructure Services	Hosted on Amazon Web Services (AWS) infrastructure in the selected Data Storage Location set out below. Base Operating Model: Linux Operating System Base Amazon Web Services Components: EC2, EBS, VPC und S(For more details on the definition of these services, visit https://aws.amazon.com/)
Service Availability	99.90% based on Web Services availability measured over 5 minute intervals per calendar month (excluding standard scheduled maintenance).
Maintenance Window	As agreed between the parties from time to time
Data Storage Location	US Oregon
Service Access Option	To use Cumulocity applications, you need a modern web browser. We test with the following desktop web browsers: - Edge Browser - Internet Explorer (latest version) - Firefox (latest version) - Chrome (latest version) You can also use recent smartphone and tablet web browsers. We test with

Cumulocity IoT Cumulocity Base Platform - Enterprise - Cloud Service Information

	the following mobile web browsers: - Chrome on Android (latest version) on Galaxy smartphones and tablets - Safari on iOS (latest version) on Apple iPhone and iPad Service is also accessible by REST APIs as described at http://www.cumulocity.com/guides/reference/rest-implementation/.
Data Backup	Frequency: Daily, 30 days retention Data Backup Location: Same Web Services region as the Data Storage Location referred to above but different Web Services availability zone
Emergency	Recovery Point Objective 24h based on daily backups Recovery Time Objective: 12h
Exit Terms	Access to the Cloud Services will be removed upon termination of the Agreement. Customer will be able to download a final backup of the Customer Data within 14 days' after termination of the Agreement (the "**Exit Period**"). After the Exit Period, Supplier will delete the Customer's environment/tenant and the Customer Data following industry-standard practices.
Features	Role-based access control Device management (Alarm-, Configuration-, Firmware-, Software-Management) Real-time analytics with smart rules Real-time data visualisation with custom dashboards Access to APIs, SDKs, development tools, documentation, etc. Unlimited users Customer URL Multi-tenancy Developer license for real-time analytics / event processing engine (CEP) Microservice hosting

Licence Metrics

Instance	Use by the Customer of the Cloud Services whose Usage Metric is indicated as 'Instance' above is limited to use by a total number of instances which does not exceed the licensed number indicated above. An 'instance' is either a single installation of the executable software, running on one server, or a set of containers containing data on a disk or disk array managed by a server and each additional installation of the executable software running on the same or different physical hardware, or set of containers on the same or different disk or disk array requires a licence for additional instances.
Device	A "Device" means any asset, including but not limited to physical units of hardware, that is sending or receiving data which is managed by the Software (connected Device). Any connected Device has an own ID number that is reported over APIs and registered in the device management application. The licensed quantity is measured in Devices per month.
Inbound Data Transfers	Inbound Data Transfers refers to the total number of inbound data transfers recorded using the IoT platform's REST and MQTT interfaces. "Inbound" refers to the creation and update of data entry on the IoT platform. Inbound requests may also originate from a custom microservice, website or any other client but inbound requests for Supplier's internal Apama Streaming Analytics microservice are not counted. The licensed volume is measured in units of 100,000 Inbound Data Transfers per month.

Data Stored	Total volume of data that is stored on the infrastructure provided by the Supplier. The licensed volume is measured in Units of 100 MB per month.

Product Related Licence Provisions		
Product Name	**Product Code**	**Product Related Licence Provisions**
Cumulocity IoT Base Platform - Enterpr.	IOTBE	Cumulocity Enterprise IoT-Platform includes as many tenants/subtenants as required under an instance. A Tenant is dedicated share of a Cloud installation instance including its own logical database, configuration, user management and other individual functionality for the Tenant. A Tenant is accessible with a unique URL. Cumulocity contains third party technology from MongoDB Ltd.; the following additional licence restrictions apply: I. Licence Grant: The Supplier will inform the Customer in the event of termination of the Agreement between MongoDB Ltd. and the Supplier. Customer's licence to the MongoDB component will automatically revert to the GNU Affero GPLv3 unless the Customer and MongoDB Ltd. agree otherwise, e.g. by obtaining a license for the MongoDB component. The Software will still be suitable for the customer specific use case in either case. If the Customer does not comply with the preceding, the Customer must remove the MongoDB component from the Software. II. Maintenance: Maintenance and Support Services for the MongoDB component is limited to production environments. III. Government Users: If the Customer is an agency, department, or other entity of the United States Government, the use, duplication, reproduction, release, modification, disclosure, or transfer of the MongoDB component, or any related documentation of any kind, including technical data and manuals, is restricted by a licence agreement or by the terms of this contract in accordance with Federal Acquisition Regulation 12.212 for civilian purposes and Defense Federal Acquisition Regulation Supplement 227.7202 for military purposes. The MongoDB component was developed fully at private expense. All other use is prohibited.