SERVICE DESCRIPTION

SAP Business One Maintenance and Customer Success

This Service Description forms part of the Master Services Agreement between SLD and the Customer (the "MSA") for every Order Form that refers to it. Terms defined in the MSA have the same meaning here. Fees, rates, quantities and dates are set out in the Order Form, not in this document.

1. Scope

1.1 This Service Description covers three services, each provided only where the Order Form includes it:

(a) Maintenance of SAP Business One (section 2);

(b) Maintenance of Thai Smart Tax, in either edition (section 3); and

(c) Customer Success, the help desk for the Customer's SAP Business One users (section 4).

1.2 The licence terms for SAP Business One are in SLD's Software License Schedule for SAP Business One. Implementation is covered by the SOW, and the Extension Hub by its own Service Description.

2. SAP Business One Maintenance

2.1 **Basis.** SLD is SAP's partner under SAP PartnerEdge Build. It provides Maintenance for the SAP Business One Licensed Software that the Customer licenses through SLD, such as user licences, the database engine and Indirect Access.

2.2 **What Maintenance includes.**

(a) New releases, feature packs and patches of SAP Business One, as SAP makes them generally available, including the legal and localisation changes SAP issues for Thailand.

(b) Licence keys, and new keys within the licensed quantities when the Customer changes its server, reassigns users or adds licences.

(c) First-level support by SLD: analysing the issue, reproducing it, providing a workaround, and applying SAP notes and patches that fix a reported defect.

(d) Escalation of product defects to SAP's backline support. SLD manages the incident with SAP and keeps the Customer informed.

2.3 **What Maintenance does not include.** Upgrading the Customer's system to a new release is a project quoted separately, unless the Order Form includes it. Maintenance also does not include work on the Customer Environment, such as servers, operating systems, database administration and backups, or the services in section 4.

2.4 **SAP's rules.** The Customer accepts these rules, which SAP sets for every SAP Business One customer:

(a) Maintenance covers all SAP Business One licences in the installation. It cannot be kept on only part of them.

(b) Maintenance runs in yearly periods. Licences added during a period are covered pro rata to the end of it.

(c) If Maintenance lapses, it can be reinstated only on SAP's terms at the time, which generally require the fees for the lapsed period and may add a reinstatement fee.

(d) The fee is the percentage of list price stated in the Order Form. SAP may change its list prices and maintenance rates, and SLD may pass such changes on under MSA 16.3, except for any years for which the Order Form fixes the fees.

2.5 **Without Maintenance.** The Customer keeps its perpetual licence and the release it has. It receives no new releases or patches, no new licence keys free of charge and no support for SAP Business One.

3. Thai Smart Tax Maintenance

3.1 **The product.** Thai Smart Tax is SLD Software: an add-on to SAP Business One for Thai VAT reports and withholding-tax forms and certificates. It comes in two editions: Thai Smart Tax, and Thai Smart Tax Pro, which also covers PND 54 and PP 36. It is licensed per company, either perpetually as Licensed Software under MSA 9.2, or as Customer-Hosted Software under a Subscription. The Order Form states the edition and how it is licensed.

3.2 **What Maintenance includes.** A Subscription includes the same for its Subscription Term, without separate Maintenance.

(a) Updates when the Revenue Department changes forms, rates or file formats. SLD aims to deliver them before the change takes effect where it is announced at least 30 days ahead, and otherwise as soon as reasonably practicable.

(b) Compatibility with the SAP Business One releases that SAP supports.

(c) Corrections of defects, and support under section 5.

3.3 **What Maintenance does not include.** Filing returns on the Customer's behalf, tax advice, e-Tax Invoice and e-Withholding Tax services, and form layouts beyond the standard ones, which are a Change Request.
3.4 **Without Maintenance.** A Customer with a perpetual licence keeps using its current version. It receives no updates for changes by the Revenue Department, and no support.

4. Customer Success

4.1 **The service.** Customer Success is SLD's help desk for the users of the Customer's SAP Business One. It is run by SLD's Customer Success Team, and requests are raised as tickets through the channels in section 5.
4.2 **Levels.**

Level	What the Customer gets
Unlimited	Unlimited tickets for every licensed user.
Standard	A yearly allowance of tickets equal to twice the number of SAP Business One user licences (Professional and Limited) under Maintenance, for example 20 tickets a year for 10 users. Unused tickets do not carry over. Further tickets are charged at the rate in the Order Form.

4.3 **What a ticket covers.** One ticket is one distinct question or issue, with up to 2 hours of SLD's effort. It covers:
(a) how-to questions on standard SAP Business One functions and on the configuration SLD delivered;
(b) analysis of errors, messages and unexpected results;
(c) small configuration changes within the existing design, such as user authorisations, approval procedures, numbering series and document settings;
(d) help with month-end and year-end closing, such as guidance and checks; and
(e) help to correct data that users entered wrongly.
4.4 **Larger requests.** Where a request needs more than 2 hours, SLD tells the Customer before continuing. With the Customer's approval, the extra time is charged at the man-day rate in the Order Form or, under Standard, counted as further tickets, one for each further 2 hours.
4.5 **What Customer Success does not include.** The following are handled through a Change Request (MSA 7):
(a) new reports, print layouts, queries, dashboards, user-defined fields and tables, add-ons, customisations and interfaces;
(b) formal training courses, for example for new staff (a ticket answers a question; it is not a course);
(c) data corrections beyond the time in section 4.3;
(d) work on the Customer Environment, unless SLD manages it under a separate Order Form; and
(e) upgrades and on-site visits.
4.6 **Defects never use a ticket.** A report of a defect in SAP Business One, in Thai Smart Tax or in the configuration SLD delivered is handled under Maintenance, a Subscription or the warranty in MSA 13.2. It does not use a ticket. A report that turns out to be a question uses one.
4.7 **Who may raise tickets.** Any licensed user of the Customer or its Permitted Affiliates may raise tickets. The Customer may limit this to named key users by telling SLD in writing.
4.8 **Period.** Customer Success runs by calendar year to 31 December, with the first period pro rata from its start date, unless the Order Form provides otherwise. The Customer may change between Unlimited and Standard for the next calendar year by written notice at least 60 days before it starts.

5. Support Channels and Service Levels

5.1 For all three services in section 1, SLD gives support under its Service Levels document, SLD-SLA-EN, in the version stated in the Order Form. That document sets the Ticket Portal and the Hotline, business hours, severity levels, response and fix targets and clock stops. It is attached to the Customer's agreement.

6. Customer Responsibilities

The Customer will:
(a) keep Maintenance in place for all its SAP Business One licences (section 2.4(a));
(b) run releases of SAP Business One and of its database that SAP supports;

(c) give SLD remote access to its SAP Business One system by the agreed method, under MSA 12.3;
(d) name its key users and a contact for licence and Maintenance matters;
(e) describe issues fully, with evidence such as screenshots and the steps that led to them, and confirm fixes within a reasonable time;
(f) keep backups of its SAP Business One databases, itself or through its hosting provider; and
(g) use the software within its licences and the Software License Schedule.

7. Term, Renewal and Changes

7.1 The terms of Maintenance and Customer Success are as stated in the Order Form or, if not stated, as in MSA 16.2. Renewal follows MSA 16.3. Where the Order Form states a Committed Term, MSA 16.4 applies.
7.2 Where the Order Form makes a period free of charge, the service in that period includes everything in this Service Description.

8. Versions of This Document

8.1 This Service Description applies in the version stated in the Order Form. SLD may issue new versions for new Order Forms.
8.2 For an Order Form in effect, SLD may update this document by written notice. Updates that add services, raise service levels or clarify wording without reducing the Customer's rights take effect as notified. Updates that reduce the services or service levels need at least 90 days' notice and do not take effect during a period already paid for, unless required by law, a government order or a change by SAP beyond SLD's control.
8.3 This document sets no fees, amounts, dates or customer-specific terms. If it conflicts with an Order Form, a SOW or the MSA, the order of precedence in MSA 2.1 applies.