

Adjustment of SAP Support Fees

SAP supports companies and organizations of all sizes and industries to run their businesses profitably, adapt continuously, and grow sustainably. Our support offerings help customers achieve long-term success with mission-critical support, best practices, and guidance.

Today's macroeconomic environment of high inflation rates reflected across regional price indices is broadly impacting companies around the globe. SAP is not exempt from these developments as they are readily impacting our offerings through higher energy and labor costs, as well as increasing expenses for third-party services.

SAP has therefore decided to adjust the support fee for existing support agreements for SAP Standard Support, SAP Enterprise Support, and SAP Product Support for Large Enterprises, based on the respective local Consumer Price Index (CPI).*

In line with standard business practice worldwide, the terms of our agreements allow for an annual adjustment of the support fee after the initial term and first renewal term. Consistent with the terms of our agreements, SAP will moderately increase the annual support fee for the aforementioned SAP support agreements by a maximum of 3.3% (or the local CPI rate, if lower), effective January 1, 2023.

This upcoming increase denotes the first time in nearly a decade that SAP has adjusted fees as we have kept support offering prices stable to a large extent for the last ten years, including waiving adjustments throughout the pandemic during 2021 and 2022.

The increase does not represent an increase in list prices for SAP support offerings for new purchases of software. Affected customers and partners will be notified in accordance with the respective locally agreed contractual stipulations.

SAP is engaged in an open dialogue with our customers and user groups to offer the right support offerings for their needs, at predictable commercial conditions. Transparency is important for SAP in its relationship with customers, and SAP will always strive to maintain a dialogue around important areas such as support.

Each customer has a unique, commercial relationship with SAP, and landscapes and requirements are different. The respective SAP account teams or local SAP account executives are available to answer any questions customers might have. We are confident that our customers will continue to drive their business outcomes by taking advantage of the distinctive value provided by their SAP support offering.

For more information on SAP support offerings, go to <https://www.sap.com/services-support.html> and <https://support.sap.com/>.

*The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services and varies across geographies. It is used to measure inflation; in some markets, different systems are referred to (e.g., Labor Cost Index in Germany). These figures are published by governments or the authorized authority in each country.