Xpublisher

Information Sheet
Cloud Service Agreement (CSA)

Valid from 01.01.2026

Public

Inhalt

1 General Information

Contractor:	as per offer
Head office of the contractor:	as per offer
Customer:	as per offer
Service Package:	Services related to Fabasoft Xpublisher

2 Basis of the Contract

- **Underlying offer of the Contractor (offer)**
- **Cloud Service Agreement Information Sheet (CSA Information Sheet) for the respective Service Package**
- **Cloud Service Agreement (CSA)**
- **Contract annexes:**
  - Software Product Information (SPI)
    - SPI Fabasoft Xpublisher
    - SPI Fabasoft Cloud
    - SPI Mindbreeze AI
  - Technical Information Fabasphere
  - Data Processing Agreement
    - Technical und organizational measures
  - Sub-processors
    - Sub-processors for Fabasoft Xpublisher (if applicable)
    - Sub-processors for Fabasphere
  - Performance Characteristics Data Security for the public cloud and government cloud operating models
  - Performance Characteristics Data Center Operation for the public cloud and government cloud operating models
  - Performance Characteristics Support for the public cloud and government cloud operating models
  - Performance Characteristics Support for private cloud
  - Performance Characteristics 24x7 Support (if available for the respective operating model and included in the offer)

In the event of contradictions, the contractual components shall apply in the order listed.

The general contractual bases with the exception of the respective underlying offer, which will be sent to the customer individually, are available at the link below:

Link to Basis of the Contract: https://www.fabasoft.com/xpublisher/contract

3 Possible contacts

Possible contacts

Phone (general)	+49 89 547 261 78-0
E-Mail (general)	service@xpublisher.com
Data privacy	privacy@xpublisher.com
Data security	support@xpublisher.com
Termination declarations	cancel@xpublisher.com
Unsubscribe from newsletter	unsubscribe@xpublisher.com
Support	cloudsupport@fabasoft.com
Support Germany (phone)	+49 69 6435515-92
Support Austria (phone)	+43 732 606162-300
Support Switzerland (phone)	+41 31 310 06 43
Sales	sales@xpublisher.com

4 Additional Helpful Links

Additional Helpful Links

Privacy Website	https://www.fabasoft.com/privacy
Cancellation form	https://www.fabasoft.com/cancel
Summary of Certifications and Audits	https://www.fabasoft.com/certificates-and-audits
Cloud Service/System Status	https://www.fabasoft.com/cloudservices/system-status
What's New	https://help.cloud.fabasoft.com/whatsnew/xpublisher
Annual Report	https://www.fabasoft.com/business-reports