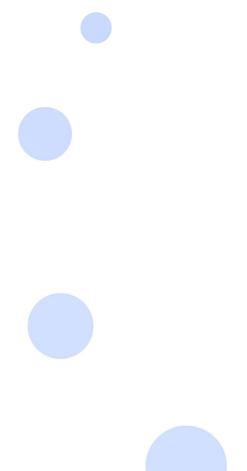


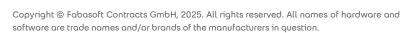
Information Sheet

Cloud Service Agreement (CSA)

Valid from 01.01.2026 Public







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1 General Information

Contractor: as per offer Head office of the contractor: as per offer Customer: as per offer

Services related to Fabasoft Dora Service Package:

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 Dora
 - SPI Fabasoft Cloud
 - SPI Mindbreeze Al
 - o Technical Information Fabasphere
 - Data Processing Agreement
 - Technical und organizational measures
 - Sub-processors
 - Sub-processors for Fabasoft Dora (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 public cloud and government cloud operating
 - Performance Characteristics Support for private cloud
 - o 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/en/contracts

3 Possible contacts

Possible contacts

Possible contucts	
Phone (general)	+43 732 606162-0
E-Mail (general)	dora@fabasoft.com
Data privacy	privacy@fabasoft.com
Data security	support@fabasoft.com
Termination declarations	cancel@fabasoft.com
Unsubscribe from newsletter	unsubscribe@fabasoft.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	dora@fabasoft.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/dora
Annual Report	https://www.fabasoft.com//business-reports