



# Information Sheet

## Cloud Service Agreement (CSA)

Professional, Enterprise, Superior Edition on Fabasoft  
PROCECO

Valid from January 1<sup>st</sup>, 2024

Public

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To aid readability, the third-person plural pronoun will be used instead of gendered pronouns (e.g. they/them instead of he/him). These plural pronouns shall be used for both singular and plural references, encompassing all genders.

## 1 General Information

|                                       |   |
|---------------------------------------|---|
| <b>Contractor:</b>                    | as per offer  |
| <b>Head office of the Contractor:</b> | as per offer  |
| <b>Customer:</b>                      | as per offer  |
| <b>Service Package:</b>               | Services related to Fabasoft Cloud Professional, Enterprise, Superior |

## 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 Cloud Professional, Enterprise, Superior
  - Technical Information
  - Data Processing Agreement
    - Technical und organizational measures
  - Sub-processors
    - Sub-processors for PROCECO Solution (unavailable)
    - Sub-processors for Fabasoft Cloud
  - Performance Characteristics Data Security
  - Performance Characteristics Data Center Operation
  - Performance Characteristics 24x7 Support Fabasoft Cloud (if included in the offer)

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/public-cloud/contract>

### 3 Possible contacts

| Possible contacts                     |                           |
|---------------------------------------|---------------------------|
| Phone (general)                       | +43 732 606162-0          |
| Email (general)                       | cloud@fabasoft.com        |
| Data privacy                          | privacy@fabasoft.com      |
| Data security                         | support@fabasoft.com      |
| Termination declarations              | cancel@fabasoft.com       |
| Unsubscribe from newsletter           | unsubscribe@fabasoft.com  |
| 1st level support                     | cloudsupport@fabasoft.com |
| 1st level support Germany (phone)     | +49 69 6435515-92         |
| 1st level support Austria (phone)     | +43 732 606162-300        |
| 1st level support Switzerland (phone) | +41 31 310 06 43          |
| Sales                                 | cloud@fabasoft.com        |

### 4 Additional Helpful Links

| Additional Helpful Links             |   |
|--------------------------------------|---|
| Privacy Website                      | <a href="https://www.fabasoft.com/privacy">https://www.fabasoft.com/privacy</a>   |
| Cancellation form                    | <a href="https://www.fabasoft.com/cancel">https://www.fabasoft.com/cancel</a>   |
| Summary of Certifications and Audits | <a href="https://www.fabasoft.com/trust">https://www.fabasoft.com/trust</a>   |
| Cloud services/system status         | <a href="https://www.fabasoft.com/cloudservices/system-status">https://www.fabasoft.com/cloudservices/system-status</a> |
| What's New                           | <a href="https://help.cloud.fabasoft.com/cloud/whatsnew">https://help.cloud.fabasoft.com/cloud/whatsnew</a>             |