Xpublisher
ON FABASOFT PROCECO

Information Sheet

Cloud Service Agreement (CSA)

Xpublisher on Fabasoft PROCECO

Valid from February 15th, 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

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

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 Xpublisher on Fabasoft PROCECO
    - SPI Fabasoft Cloud
  - Technical Information
  - Data Processing Agreement
    - Technical und organizational measures
  - Sub-processors
    - Sub-processors for Xpublisher on Fabasoft PROCECO (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/xpublisher/contract

3 Possible contacts

Possible contacts	
Phone (general)	+49 89 547 261 78-0
Email (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
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	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/trust
Cloud services/system status	https://www.fabasoft.com/cloudservices/system-status
What's New	https://help.cloud.fabasoft.com/xpublisher/whatsnew