Form No. DTMB-3521 (Rev. 10/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

PROCUREMENT

525 W. ALLEGAN STREET
LANSING, MI 48933

P.O. BOX 30026
LANSING, MI 48909

CHANGE NOTICE . 04

to

CONTRACT NO. 071B4300149

between

THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
Redwood Shores CA, 94065	(314) 477-4418	*******5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sisson, Reid	(517) 241-1638	sissonr@Michigan.gov
CONTRACT ADMINISTRATOR	DTMB	David Hatch	(517) 284-7044	hatchd@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software, Hardware & Related Srvcs			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$ 0.00	$100,000,000.00

DESCRIPTION: Updates to the Master Agreement per Amendment Two, attached, including inclusion of terms and conditions for Oracle Cloud Services, Appendix A (Pricing and Discount Schedule), Appendix B (Oracle Software Technical Support Policies), Appendix D (License Definitions and Rules), Appendix F (Pricing and Discount Schedule for Hardware), Appendix G (Hourly Rates for Time and Materials – Consulting Services), Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), Appendix I (Pricing and Discount Schedule for Oracle University Training), and Appendix J (Oracle Hardware and Systems Support Policies).

AMENDMENT TWO
TO
MASTER AGREEMENT

This Amendment Two (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement, as amended by Amendment One to the Master Agreement dated May 6, 2015 ("Amendment One"), and replace it with the following:

   "Master Agreement".

2. Delete the first recital, as amended by Amendment One, and replace it with the following:

   "This Master Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the fourth recital, as amended by Amendment One, and replace it with the following:

   "This Agreement covers the sale or purchase of Programs, Services, Hardware and Cloud Services only."

4. Delete the definition of "Programs," as amended by Amendment One, and replace it with the following:

   "**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System. Programs do not include the Cloud Services."

5. Delete the definition of "Services," as amended by Amendment One, and replace it with the following:

   "**Services**" refers to Technical Support services, education, consulting or advanced customer support services, Cloud Services, or Cloud Services-related consulting and other professional services which you have ordered.

6. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

   "**Amendment Two**" refers to Amendment Two to Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, between the State and Oracle.

   "**Cloud Services**" shall mean, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in your order and defined in the Service Specifications.

"Oracle Programs" refers to the software products owned or licensed by Oracle to which Oracle grants you access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

7. Delete Section 2.2.A., as amended by Amendment One, and replace it with the following:

   "A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services (including the Oracle Programs) or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

8. Insert in Section 2.3 (Verification) the following immediately after the first paragraph of such Section 2.3:

   With respect to Cloud Services, the phrase "Programs" above in the first paragraph of this Section 2.3 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (b) the phrase "license rights" is replaced by the phrase "Services rights."

9. Add the following as a new Article III-D. (CLOUD SERVICES) immediately after Article III-C. (HARDWARE) to read as follows:

   "**III-D. CLOUD SERVICES**

   Cloud Services will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix K."

10. Delete the second paragraph of Section 5.1 (Infringement Indemnity) and replace it with the following:

    "Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or with respect to the Cloud Services, the user or program documentation or Service Specifications , or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, service, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained."

11. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the fifth paragraph of such Section 5.1, as amended by Amendment One:

"With respect to Cloud Services, the phrase "Material" above in the first paragraph of this Section 5.1 shall include Cloud Services (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (c) the phrase "license rights" is replaced by the phrase "Services rights." Oracle will not indemnify you to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to you within or by the Cloud Services (e.g., a social media post from a third party blog or forum, a third party Web pages accessed via a hyperlink, marketing data from third party providers, etc.)."

12. Delete the last paragraph of Section 5.2 and replace it with the following:

    "Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware or Cloud Services. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage**."

13. Delete Section 5.3.C., as amended by Amendment One, and replace it with the following:

    "**C. Services Warranty**
    For Services other than the Services provided for in the attached Appendix E and Appendix K, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

14. Delete Section 5.3.D and replace it with the following:

    "**C. Virus Warranty**
    "During the warranty period specified above in this Section for the applicable Program or service other than the Services provided for in the attached Appendix K, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license."

15. Delete Section 5.4.C., as amended by Amendment One, and replace it with the following:

    "**C. For Services**
    For Services other than the Services provided for in the attached Appendix E and Appendix K, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

16. Delete the second paragraph of Section 6.1 and replace it with the following:

    "In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any Services, hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement."

17. Insert in Section 7.4 (Limitation of Liability), as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

    "**WITH RESPECT TO THE CLOUD SERVICES, THE "AMOUNT OF FEES PAID BY CUSTOMER" SHALL MEAN THE TOTAL AMOUNTS ACTUALLY PAID TO ORACLE FOR THE CLOUD SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY LESS ANY REFUNDS OR CREDITS RECEIVED BY YOU FROM ORACLE UNDER SUCH ORDER."**

18. Insert in Section 7.7 (Export) as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

With respect to the Cloud Services, You acknowledge that the Cloud Services are designed with capabilities for You and Your Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Your Content and Your Applications between the Services Environment and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Your Content and Your Applications.

19. Delete the last paragraph of Section 7.9, as amended by Amendment One, and replace it with the following:

    It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to the terms and conditions governing the sale of Cloud Services, in the event of inconsistencies between the terms contained in Appendix K and this Agreement, Appendix K shall take precedence. Unless expressly stated otherwise in a Cloud Services order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in such an order. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

20. Delete Section 8.1 as amended by Amendment One and replace it with the following:

    "**8.1 Term of the Agreement**
    Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

    (i) **Appendix A (Pricing and Discount Schedule)**, Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

(ii) **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto in Exhibit B. The Oracle Software Technical Support Policies, dated May 5, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

(iii) **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto in Exhibit B. The Oracle License Definitions and Rules V111815 attached hereto are hereby incorporated into the Master Agreement. The Oracle License Definitions and Rules v012014 shall apply to orders executed prior to the effective date of this Amendment.

(iv) **Appendix F (Pricing and Discount Schedule for Hardware.** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedules associated with Appendix F are hereby deleted and made null and void.

(v) **Appendix G (Hourly Rates for Time and Materials – Consulting Services)**. Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with Appendix G (Hourly Rates for Time and Materials – Consulting Services) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

(vi) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

(vii) **Appendix I (Pricing and Discount Schedule for Oracle University Training)**. Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix I (Pricing and Discount Schedule for Oracle University Training) supersede any and all pricing and discounting terms for training contained in the Master Agreement. All prior Price List(s) associated with Appendix I are hereby deleted and made null and void.

(viii) **Appendix J (Oracle Hardware and Systems Support Policies)**. Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with Appendix J (Oracle Hardware and Systems Support Policies) attached hereto in Exhibit B. The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

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Notwithstanding the foregoing, the parties are free to negotiate larger discounts based on the nature and volume of sales.

21. Delete Section 8.6 and replace it with the following:

"**8.6 Other**
"A. Products and services deliverables and Cloud Services are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables and Cloud Services in such applications."

22. Insert the following as Section 9.4.6 under Section 9.4 (Pricing, Invoicing, and Payment Obligation) of APPENDIX E – HARDWARE (Exhibit A to Amendment One to Master Agreement):

9.4.6 You acknowledge that the provision of a purchase order constitutes your authorization to place an order for the items on a Hardware quote and that signature on a Hardware quote is not required to bind you to the terms of the order. Any such purchase order shall incorporate by reference the terms of the agreement and the order specific terms included on the quote. Any terms included on your purchase order are expressly excluded. For the avoidance of doubt, the parties agree that Section 9.4.6 applies only to Hardware, premier support for hardware and related items on a hardware quote. Section 9.4.6 shall not apply to Programs and Services.

23. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix K in the form of Exhibit A attached hereto;

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is _____. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		**Oracle America, Inc.**	
Signature	_____	**Signature**	Deborah Vaughn Deborah Vaughn (May 25, 2016)
Name	_____	**Name**	Deborah Vaughn
Title	_____	**Title**	Contracts Manager
Signature Date	_____	**Signature Date**	May 25, 2016

APPENDIX K
CLOUD SERVICES

This Cloud Services Appendix K (this "Appendix K") is an Appendix to the Master Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix K shall coterminate with the Agreement.

1. DEFINITIONS

1.1. "**Ancillary Software**" means any software agent or tool that Oracle makes available to You for download for purposes of facilitating Your access to, operation of, and/or use with, the Services Environment.

1.2."**Auto Renew**" or "**Auto Renewal**" is the process by which the Services Period of certain Cloud Services under an order is automatically extended for an additional Services Period unless such Services are otherwise terminated in accordance with the terms of the order or this Agreement. The Service Specifications incorporated into Your order define which Cloud Services are eligible for Auto Renewal as well as any terms applicable to any such renewal. Please note: Auto Renewal does not apply to purchases under this Agreement. Please see Section 9.1 infra for renewal requirements.

1.3."**Cloud Services**" means, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in Your order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.

1.4. "**Customer-managed Public Cloud Services**" means those Cloud Services in which You have root access to the virtual machine (VM), such as Database Cloud Services (CS), Java CS, and Compute CS. Customer-managed Public Cloud Services shall not include Integration CS, Process CS, Database Schema, Java CS- Software-As-A-Service (Saas) Extension, or any SaaS product where testing could affect other users of the Services."

1.5. "**Data Center Region**" refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in Your order. In no event will Oracle move Your primary or secondary data center location to a country that is not within the Data Center Region for the applicable Order, without Your written consent.

1.6 "**Oracle Programs**" refers to the software products owned or licensed by Oracle to which Oracle grants You access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

1.7."**Professional Services**" means, collectively, the consulting and other professional services which You have ordered. Professional Services include any deliverables described in Your order and delivered by Oracle to You under the order. The term "Professional Services" does not include Cloud Services.

1.8."**Program Documentation**" refers to the user manuals referenced within the Service Specifications for Cloud Services, as well as any help windows and readme files for the Oracle Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Oracle Programs. For Oracle Infrastructure-as-a-Service (IaaS) Cloud Services, "Program Documentation" includes documentation, help windows and readme files for the IaaS hardware products. You may access the documentation online at http://oracle.com/contracts or such other address specified by Oracle.

1.9."**Services**" means, collectively, both the Cloud Services and Professional Services that You have ordered.

1.10."**Services Environment**" refers to the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Cloud Services which You have ordered. As applicable and subject to the terms of this Agreement and Your order, Oracle Programs, Third Party Content, Your Content and Your Applications may be hosted in the Services Environment.

1.11."**Service Specifications**" means the descriptions on www.oracle.com/contracts, or such other address specified by Oracle, that are applicable to the Services under Your order, including any Program Documentation, hosting, support and security policies (for example, Oracle Cloud Hosting and Delivery Policies), and other descriptions referenced or incorporated in such descriptions or Your order.

1.12."**Services Period**" refers to the period of time for which You have ordered Cloud Services as specified in Your order.

1.13."**Third Party Content**" means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle and made available to You through, within, or in conjunction with Your use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, data libraries and dictionaries, and marketing data.

1.14."**Users**" means those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Cloud Services in accordance with this Agreement and Your order. For Cloud Services that are specifically designed to allow Your clients, agents, customers, suppliers, or other third parties to access the Cloud Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

1.15."**You**" and "**Your**" refers to the entity that has executed this Agreement.

1.16."**Your Applications**" means all software programs, including any source code for such programs, that You or Your Users provide and load onto, or create using, any Oracle "platform-as-a-service" or "infrastructure- as-a-service" Cloud Services. Services under this Agreement, including Oracle Programs and Services Environments, Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Applications."

1.17."**Your Content**" means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in Section 11.2 below), audio, video, photographs and other content and material (other than Your Applications), in any format, provided by You or on behalf of Your Users that reside in, or run on or through, the Services Environment.

2. [Intentionally Omitted]

3. RIGHTS GRANTED

3.1 For the duration of the Services Period and subject to Your payment obligations, and except as otherwise set forth in this Agreement or Your order, You have the non-exclusive, non-assignable, worldwide limited right to access and use the Services that You ordered, including anything developed by Oracle and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and Your order, including the Service Specifications. You may allow Your Users to use the Services for this purpose and You are responsible for Your Users' compliance with this Agreement and the order.

3.2 You do not acquire under this Agreement any right or license to use the Services, including the Oracle Programs and Services Environment, in excess of the scope and/or duration of the Services stated in Your order. Upon the end of the Services ordered, Your right to access and use the Services will terminate.

3.3 To enable Oracle to provide You and Your Users with the Services, You grant Oracle the right to use, process and transmit, in accordance with this Agreement and Your order, Your Content and Your Applications for the duration of the Services Period plus any additional post-termination period during

which Oracle provides You with access to retrieve an export file of Your Content and Your Applications. If Your Applications include third party programs, You acknowledge that Oracle may allow providers of those third party programs to access the Services Environment, including Your Content and Your Applications, as required for the interoperation of such third party programs with the Services. Oracle will not be responsible for any use, disclosure, modification or deletion of Your Content or Your Applications resulting from any such access by third party program providers or for the interoperability of such third party programs with the Services.

3.4 Except as otherwise expressly set forth in Your order for certain Cloud Services offerings (e.g., a private cloud hosted at Your facility), You acknowledge that Oracle has no delivery obligation for Oracle Programs and will not ship copies of such programs to You as part of the Services.

3.5 As part of certain Cloud Services offerings, Oracle may provide You with access to Third Party Content. The type and scope of any Third Party Content is defined in Your order or applicable Service Specifications. The third party owner, author or provider of such Third Party Content retains all ownership and intellectual property rights in and to that content, and Your rights to use such Third Party Content are subject to, and governed by, the terms applicable to such content as specified by such third party owner, author or provider, unless otherwise specified in Your order.

4. OWNERSHIP AND RESTRICTIONS

4.1 You retain all ownership and intellectual property rights in and to Your Content and Your Applications. Oracle or its licensors retain all ownership and intellectual property rights to the Services, including Oracle Programs and Ancillary Software, and derivative works thereof, and to anything developed or delivered by or on behalf of Oracle under this Agreement.

4.2 You may not and may not cause or permit others to:

a) remove or modify any program markings or any notice of Oracle's or its licensors' proprietary rights;
b) make the programs or materials resulting from the Services (excluding Your Content and Your Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services You have acquired);
c) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to Oracle;
d) perform or disclose any benchmark or performance tests of the Services, including the Oracle Programs;
e) perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing ; and
f) license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Oracle Programs, Ancillary Software, Services Environments or Oracle materials, to any third party, other than as expressly permitted under the terms of the applicable order.

5. SERVICE SPECIFICATIONS

5.1 The Services are subject to and governed by Service Specifications applicable to Your order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Oracle Programs, as well as any Services deliverables. You acknowledge that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Service Specifications applicable to the ordered Services permit You to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then You are responsible for promptly purchasing such additional quantity to account for Your excess usage. .

5.2 Oracle may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology, industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period.

5.3 Your order will specify the Data Center Region in which Your Services Environment will reside. As described in the Service Specifications and to the extent applicable to the Cloud Services that You have ordered, Oracle will provide production, test, and backup environments in the Data Center Region stated in Your order. Oracle and its affiliates may perform certain aspects of Cloud Services, such as service administration and support, as well as other Services (including Professional Services and disaster recovery), from locations and/or through use of subcontractors, worldwide.

6. USE OF THE SERVICES

6.1 You are responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating Your and Your Users' usernames, passwords and accounts with Oracle, You accept responsibility for the confidentiality and timely and proper termination of user records in Your local (intranet) identity infrastructure or on Your local computers. Oracle is not responsible for any harm caused by Your Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in Your local identity management infrastructure or Your local computers. You are responsible for all activities that occur under Your and Your Users' usernames, passwords or accounts or as a result of Your or Your Users' access to the Services, and agree to notify Oracle immediately of any unauthorized use. You agree to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

6.2 You shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Your Content, Your Applications and Third Party Content, for any purpose that may (a) menace or harass any person or cause damage or injury to any person or property, (b) involve the publication of any material that is false, defamatory, harassing or obscene, (c) violate privacy rights or promote bigotry, racism, hatred or harm, (d) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (e) constitute an infringement of intellectual property or other proprietary rights, or (f) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Oracle under this Agreement, Oracle reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. To the extent not prohibited by applicable law, Oracle will provide You with written notice of any such remedial action. Oracle shall have no liability to You in the event that Oracle takes such action. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Your Content and Your Applications

6.3 You are required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Oracle Programs, as such Patches are generally released by Oracle as described in the Service Specifications. Oracle is not responsible for performance or security issues encountered with the Cloud Services that result from Your failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Oracle will coordinate with You the scheduling of application of Patches, where possible, based on Oracle's next available standard maintenance window.

7. TRIAL USE AND PILOT CLOUD SERVICES

7.1 For certain Cloud Services, Oracle may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.

7.2 Oracle may make available "production pilots" for certain Cloud Services under this Agreement. Production pilots ordered by You are described in the Service Specifications applicable to Your order, and are provided solely for You to evaluate and test Cloud Services for Your internal business purposes. You may be required to order certain Professional Services as a prerequisite to an order for a production pilot.

8. [Intentionally Omitted]

9. SERVICES PERIOD; END OF SERVICES

9.1 Services provided under this Agreement shall be provided for the Services Period defined in Your order, unless earlier suspended or terminated in accordance with this Agreement or the order. Even though You order Cloud Services that are designated in the Service Specifications or Your Order as Auto Renew, such services will NOT automatically renew. In order to renew, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew and You must execute a contract modification evidencing such renewal. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew such Cloud Services.

9.2 Upon the end of the Services, You no longer have rights to access or use the Services, including the associated Oracle Programs and Services Environments; however for a period of up to 60 days after the end of the applicable Services Period, Oracle will make available Your Content and Your Applications then in the Services Environment for the purpose of retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content and Your Applications that remain in the Services Environment.

9.3 Oracle may temporarily suspend Your password, account, and access to or use of the Services if You or Your Users violate any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement, or if in Oracle's reasonable judgment, the Services or any component thereof are about to suffer a significant threat to security or functionality. Oracle will provide advance notice to You of any such suspension in Oracle's reasonable discretion based on the nature of the circumstances giving rise to the suspension. Oracle will use reasonable efforts to re-establish the affected Services promptly after Oracle determines, in its reasonable discretion, that the situation giving rise to the suspension has been cured; however, during any suspension period, Oracle will make available to You Your Content and Your Applications as existing in the Services Environment on the date of suspension. Oracle may terminate the Services under an order if any of the foregoing causes of suspension is not cured within 30 days after Oracle's initial notice thereof. Any suspension or termination by Oracle for Your violation of any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement shall not excuse You from Your obligation to make payment(s) under this Agreement.

9.4 [Intentionally Omitted]

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed subsequent to termination of this Agreement.

9.6 [Intentionally Omitted]

9.7 [Intentionally Omitted]

10. NONDISCLOSURE

10.1 By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). . To the extent permitted by law, Confidential information shall be limited to Your Content and Your Applications residing in the Services Environment, and all information clearly identified as confidential at the time of disclosure.

10.2 [Intentionally Omitted]

10.3 Oracle will hold Your Confidential Information that resides within the Services Environment in confidence for as long as such information resides in the Services Environment. We each may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement. Oracle will protect the confidentiality of Your Content or Your Applications residing in the Services Environment in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order. In addition, Your Personal Data will be treated in accordance with the terms of Section 11 below. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders placed under this Agreement in any legal proceeding arising from or in connection with this Agreement or from disclosing the Confidential Information to a governmental entity as required by law.

11. DATA PROTECTION

11.1 In performing the Services, Oracle will comply with the Oracle Services Privacy Policy, which is available at http://www.oracle.com/html/Services-privacy-policy.html and incorporated herein by reference. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Your Personal Data provided as part of Your Content during the Services Period of Your order.

11.2 Oracle's Data Processing Agreement for Oracle Cloud Services (the "Data Processing Agreement"), which is incorporated herein as Exhibit One to this Appendix Kr, describes the parties' respective roles for the processing and control of Personal Data that You provide to Oracle as part of the Cloud Services. Oracle will act as a data processor, and will act on Your instruction concerning the treatment of Your Personal Data residing in the Services Environment, as specified in this Agreement, the Data Processing Agreement and the applicable order. You agree to provide any notices and obtain any consents related to Your use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

11.3 The Service Specifications applicable to Your order define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services Environment, and describe other aspects of system management applicable to the Services. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content and Your Applications, including any viruses, Trojan horses, worms or other programming routines contained in Your Content or Your Applications that could limit or harm the functionality of a computer or that could damage, intercept or expropriate data. You may disclose or transfer, or instruct Oracle to disclose or transfer in writing, Your Content or Your Applications to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content and applications outside of Oracle.

11.4 You may not provide Oracle access to health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless specified in Your order. If available, You may purchase services from Oracle (e.g., Oracle Payment Card Industry Compliance Services, Oracle HIPAA Security Services, Oracle Federal Security Services, etc.) designed to address particular data protection requirements applicable to Your business or Your Content.

12. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

12.1 Oracle warrants that it will perform (i) Cloud Services in all material respects as described in the Service Specifications, and (ii) Professional Services in a professional manner in accordance with the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide written notice to Oracle that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

12.2 ORACLE DOES NOT GUARANTEE THAT (A) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, (B) THE SERVICES WILL OPERATE IN COMBINATION WITH YOUR CONTENT OR YOUR APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS, SERVICES OR DATA NOT PROVIDED BY ORACLE, AND (C) THE SERVICES WILL MEET YOUR REQUIREMENTS, SPECIFICATIONS

OR EXPECTATIONS. YOU ACKNOWLEDGE THAT ORACLE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. ORACLE IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT, YOUR APPLICATIONS OR THIRD PARTY CONTENT.

12.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

12.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

13. [Intentionally Omitted]

14. [Intentionally Omitted]

15. THIRD PARTY WEB SITES, CONTENT, PRODUCTS AND SERVICES

15.1 The Services may enable You to link to, transmit Your Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Oracle does not control and is not responsible for such Web sites or platforms or any such content , products, services and information accessible from or provided through the Services, and You bear all risks associated with access to and use of such Web sites and third party content, products, services and information.

15.2 Any Third Party Content made accessible by Oracle is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and You acknowledge that Oracle is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Oracle reserves the right to take remedial action if any such content violates applicable restrictions under Section 6.2 of this Agreement, including the removal of, or disablement of access to, such content. Oracle disclaims all liabilities arising from or related to Third Party Content.

15.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with third parties such as Facebook™, YouTube™ and Twitter™, etc. (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Oracle may update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

15.4 Any Third Party Content that You store in Your Services Environment will count towards any storage or other allotments applicable to the Cloud Services that You ordered.

16. SERVICES TOOLS AND ANCILLARY SOFTWARE

16.1 Oracle may use tools, scripts, software, and utilities (collectively, the "Tools") to monitor and administer the Services and to help resolve Your Oracle service requests. The Tools will not collect or store any of Your Content or Your Applications residing in the Services Environment, except as necessary to provide the Services or troubleshoot service requests or other problems in the Services. Information collected by the Tools (excluding Your Content and Your Applications) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license and Services management.

16.2 Oracle may provide You with on-line access to download certain Ancillary Software for use with the Services. If Oracle licenses Ancillary Software to You and does not specify separate terms for such Ancillary Software, then, subject to Your payment obligations, (i) You have the non-exclusive, non-assignable, worldwide limited right to use such Ancillary Software solely to facilitate Your access to, operation of, and/or use of the Services Environment, subject to the terms of this Agreement and Your order, including the Services Specifications, (ii) Oracle will maintain such Ancillary Software as part of the Cloud Services, and (iii) Your right to use such Ancillary Software willterminate upon the earlier of Oracle's notice (which may be through posting on https://support.oracle.com or such other URL designated by Oracle) or the end of the Cloud Services associated with the Ancillary Software. If Ancillary Software is licensed to You under separate third party license terms, then Your use of such software is subject solely to such separate terms.

17. SERVICE ANALYSES

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services Environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content or Confidential Information in a form that could serve to identify You or any individual, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

18. [Intentionally Omitted]

19. FORCE MAJEURE

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed Services and affected orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

20. NOTICE

20.1 [Intentionally Omitted]

20.2 To request a termination of Services in accordance with this Agreement, You must submit a service request to Oracle at the address specified in Your order or the Service Specifications.

20.3 Oracle may give notices applicable to Oracle's Cloud Services customer base by means of a general notice on the Oracle portal for the Cloud Services, and notices specific to You by electronic mail to Your e-mail address on record in Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information.

21. [Intentionally Omitted]

22. OTHER

22.1 You understand that Oracle's business partners and other third parties, including any third parties with which Oracle has an integration or that are retained by You to provide consulting or implementation services or applications that interact with the Cloud Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services, Your Content or Your Applications arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as an Oracle subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as Oracle would be responsible for Oracle resources under this Agreement.

22.2 [Intentionally Omitted]

22.3 [Intentionally Omitted]

22.4 [Intentionally Omitted]

22.5 You shall obtain at Your sole expense any rights and consents from third parties necessary for Your Content, Your Applications, and Third Party Content, as well as other vendor's products provided by You that You use with the Services, including such rights and consents as necessary for Oracle to perform the Services under this Agreement.

22.6 You agree to provide Oracle with all information, access and full good faith cooperation reasonably necessary to enable Oracle to provide the Services and You will perform the actions identified in Your order as Your responsibilities.

22.7 You remain solely responsible for Your regulatory compliance in connection with Your use of the Services. You are responsible for making Oracle aware of any technical requirements that result from Your regulatory obligations prior to entering into an order governed by this Agreement. Oracle will cooperate with Your efforts to determine whether use of the standard Oracle Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services.

22.8 [Intentionally Omitted].

22.9 [Intentionally Omitted]

24. [Intentionally Omitted]

25. [Intentionally Omitted]

26. Customer Monitoring and Testing Tools

24.1 Due to potential adverse impact on service performance, security and availability, You may not (a) use Your own testing tools (including automated user interfaces and web service calls to any Oracle Cloud Service) or perform network or vulnerability scans or penetration tests to directly or indirectly seek to measure security of any program or feature of or service component within the services or Services Environment, and (b) for Oracle-managed Public Cloud Services, use Your own monitoring tools (including automated user interfaces and web service calls to any Oracle Cloud Service) to directly or indirectly seek to measure the availability or performance of any program or feature of or service component within the services or Services Environment. Notwithstanding Section 4.d, with respect to Customer-managed Public Cloud Services, You are permitted to use Your own monitoring or testing tools to measure the availability or performance of any program or feature of the Cloud Services. You may not use nor authorize the use of data scraping tools or technologies to collect data available through the Oracle Cloud Service user interface or via web service calls without the express written permission of Oracle. Oracle reserves the right to require Your proposed data scraping tools to be validated and tested by Oracle prior to use in production and to be subsequently validated and tested annually. Oracle may require that a written statement of work be executed to perform such testing and validation work subject to additional fees. You may not make workload changes beyond the amount permitted under the

entitlements provided under ordering document. Oracle reserves the right to remove or disable access to any tools or technologies that violate the restrictions in this section, without any liability to You.

None of the previous provisions are intended to restrict Your ability to use the published Oracle Cloud APIs to automate cloud service creation and management.

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

For a period of one (1) year from the Effective Date of Amendment Two, the *Data Processing Agreement for Oracle Cloud Services* (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current *Data Processing Agreement for Oracle Cloud Services.*

Data Processing Agreement for Oracle Cloud Services

Version November 3, 2015

1. Scope and order of precedence

This agreement (the "Data Processing Agreement") applies to Oracle's Processing of Personal Data provided to Oracle by Customer as part of Oracle's provision of Cloud Services ("Cloud Services"), as further specified in (i) the applicable Oracle master agreement and (ii) the Oracle Cloud Ordering Document between Customer and Oracle, and all documents, addenda, schedules and exhibits incorporated therein (collectively the "Agreement") by and between the Customer entity and Oracle subsidiary listed in the order for Cloud Services.

This Data Processing Agreement is subject to the terms of the Agreement and is incorporated into the Agreement. Except as expressly stated otherwise, in the event of any conflict between the terms of the Agreement and the terms of this Data Processing Agreement, the relevant terms of this Data Processing Agreement shall take precedence. This Data Processing Agreement shall be effective for the Services Period of any Oracle Cloud order placed under the Agreement.

2. Definitions

"Customer" or "you" means the Customer that has executed the order for Cloud Services.

"Oracle" or "Processor" means the Oracle subsidiary listed in the order for Cloud Services.

"Oracle Affiliates" mean the subsidiaries of Oracle Corporation that may assist in the performance of the Cloud Services.

"Model Clauses" means the standard contractual clauses annexed to the EU Commission Decision 2010/87/EU of 5 February 2010 for the Transfer of Personal Data to Processors established in Third Countries under the Directive (defined below).

"Personal Data" means any information relating to an identified or identifiable natural person that Customer or its end users provide to Oracle as part of the Cloud Services; an identified or identifiable natural person (a "data subject") is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

"Process" or "Processing" means any operation or set of operations which is performed by Oracle as part of the Cloud Services upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Subprocessor" means a third party subcontractor engaged by Oracle which, as part of the subcontractor's role of delivering the Cloud Services, will Process Personal Data of the Customer.

"The Directive" means Directive 95/46/EC of the European Parliament and of the Council of October 24, 1995, as amended, on the protection of individuals with regard to the Processing of Personal Data and on the free movement of such data.

Other terms have the definitions provided for them in the Agreement or as otherwise specified below.

3. Categories of Personal Data and purpose of the Personal Data Processing

In order to execute the Agreement, and in particular to perform the Cloud Services on behalf of Customer, Customer authorizes and requests that Oracle Process the following Personal Data:

Categories of Personal Data: Personal Data may include, among other information, personal contact information such as name, home address, home telephone or mobile number, fax number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, social security details and business contact details; financial details; and goods and services provided.

Categories of Data Subjects: Data subjects may include Customer's representatives and end users, such as employees, job applicants, contractors, collaborators, partners, and customers of the Customer. Data subjects also may include individuals attempting to communicate or transfer Personal Data to users of the Cloud Services.

Oracle will Process Personal Data solely for the provision of the Cloud Services, and will not otherwise (i) Process or use Personal Data for purposes other than those set forth in the Agreement or as instructed by Customer, or (ii) disclose such Personal Data to third parties other than Oracle Affiliates or Subprocessors for the aforementioned purposes or as required by law.

4. Customer's Instructions

During the Services Period of any order for Cloud Services, Customer may provide instructions to Oracle in addition to those specified in the Agreement with regard to processing of Personal Data. Oracle will comply with all such instructions without additional charge to the extent necessary for Oracle to comply with laws applicable to Oracle as a data processor in the performance of the Cloud Services; the parties will negotiate in good faith with respect to any other change in the Cloud Services and/or fees resulting from such instructions.

5. Controller of Data

The control of Personal Data remains with Customer, and as between Customer and Oracle, Customer will at all times remain the data controller for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Customer is responsible for compliance with its obligations as data controller under data protection laws, in particular for justification of any transmission of Personal Data to Oracle (including providing any required notices and obtaining any required consents), and for its decisions and actions concerning the Processing and use of the data.

6. Rights of Data Subject

Oracle will grant Customer electronic access to Customer's Cloud Services environment that holds Personal Data to permit Customer to delete, release, correct or block access to specific Personal Data or, if that is not practicable and to the extent permitted by applicable law, follow Customer's detailed written instructions to delete, release, correct or block access to Personal Data held in Customer's Cloud Services environment. Customer agrees to pay Oracle's reasonable fees associated with the performance of any such deletion, release, correction or blocking of access to Personal Data. Oracle will pass on to the Customer any requests of an individual data subject to delete, release, correct or block Personal Data Processed under the Agreement.

7. Cross Border and Onward Data Transfer

Oracle treats all Personal Data in a manner consistent with the requirements of the Agreement and this Data Processing Agreement in all locations globally. Oracle's information policies, standards and governance practices are managed on a global basis.

To the extent Personal Data originating from the EEA or Switzerland is transferred to Oracle, Oracle Affiliates or Subprocessors located in countries outside the EEA or Switzerland that have not received a binding adequacy decision by the European Commission pursuant to Articles 25(6) and 31(2) of the Directive or by a competent national data protection authority, such transfers are managed as follows.

Transfers from Customer to Oracle or Oracle Affiliates are made subject to the terms of this Data Processing Agreement and (i) the Model Clauses, with Customer acting as the "data exporter" and Oracle and/or the Oracle Affiliate(s) acting as the "data importer(s)" (as those terms are defined in the Model Clauses); or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive. The terms of this Data Processing Agreement shall be read in conjunction with the Model Clauses or other appropriate transfer mechanism referred to in the prior sentence.

For transfers from Oracle to Oracle Affiliates, Oracle shall ensure that such transfers are subject to (i) the terms of the Oracle intra-company agreement entered into between Oracle Corporation and the Oracle Affiliates, which requires all transfers of Personal Data to be made in compliance with the Model Clauses and with all applicable Oracle security and data privacy policies and standards; or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive.

For transfers from Oracle or Oracle Affiliates to Subprocessors, Oracle requires the Subprocessor to execute Model Clauses incorporating security and other data privacy requirements consistent with those of this Data Processing Agreement.

8. Affiliates and Subprocessors

Some or all of Oracle's obligations under the Agreement may be performed by Oracle Affiliates. Oracle and the Oracle Affiliates have entered into the intra-company agreement specified above, under which the Oracle Affiliates Processing Personal Data adopt safeguards consistent with those of Oracle. Oracle is responsible for its compliance and the Oracle Affiliates' compliance with this requirement.

Oracle also may engage Subprocessors to assist in the provision of the Cloud Services. Oracle maintains a list of Subprocessors that may Process the Personal Data of Oracle's Cloud Service customers and will provide a copy of that list to Customer upon request.

All Subprocessors are required to abide by substantially the same obligations as Oracle under this Data Processing Agreement as applicable to their performance of the Cloud Services. Customer may request that Oracle audit the Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist customer in obtaining a third-party audit report concerning Subprocessor's operations) to ensure compliance with such obligations. Customer also will be entitled, upon written request, to receive copies of the relevant terms of Oracle's agreement with Subprocessors that may Process Personal Data, unless the agreement contains confidential information, in which case Oracle may provide a redacted version of the agreement.

Oracle remains responsible at all times for compliance with the terms of the Agreement and this Data Processing Agreement by Oracle Affiliates and Subprocessors.

Customer consents to Oracle's use of Oracle Affiliates and Subprocessors in the performance of the Cloud Services in accordance with the terms of Sections 7 and 8 above.

9. Technical and Organizational Measures

When Processing Personal Data on behalf of Customer in connection with the Cloud Services, Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of such data, including the measures specified in this Section to the extent applicable to the

Oracle's Processing of Personal Data. These measures are intended to protect Personal Data against accidental or unauthorized loss, destruction, alteration, disclosure or access, and against all other unlawful forms of processing. Additional information concerning such measures, including the specific security measures and practices for the particular Cloud Services ordered by Customer, may be specified in the Agreement.

9.1 Physical Access Control. Oracle employs measures designed to prevent unauthorized persons from gaining access to data processing systems in which Personal Data is processed, such as the use of security personnel, secured buildings and data center premises.

9.2 System Access Control. The following may, among other controls, be applied depending upon the particular Cloud Services ordered: authentication via passwords and/or two-factor authentication, documented authorization processes, documented change management processes, and logging of access on several levels. For Cloud Services hosted @Oracle: (i) log-ins to Cloud Services Environments by Oracle employees and Subprocessors are logged; (ii) logical access to the data centers is restricted and protected by firewall/VLAN; and (iii) intrusion detection systems, centralized logging and alerting, and firewalls are used.

9.3 Data Access Control. Personal Data is accessible and manageable only by properly authorized staff, direct database query access is restricted, and application access rights are established and enforced. In addition to the access control rules set forth in Sections 9.1 – 9.3 above, Oracle implements an access policy under which Customer controls access to its Cloud Services environment and to Personal Data and other data by its authorized personnel.

9.4 Transmission Control. Except as otherwise specified for the Cloud Services (including within the ordering document or the applicable service specifications), transfers of data outside the Cloud Service environment are encrypted. Some Cloud Services, such as social media services, may be configurable to permit access to sites that require unencrypted communications. The content of communications (including sender and recipient addresses) sent through some email or messaging services may not be encrypted. Customer is solely responsible for the results of its decision to use unencrypted communications or transmissions.

9.5 Input Control. The Personal Data source is under the control of the Customer, and Personal Data integration into the system, is managed by secured file transfer (i.e., via web services or entered into the application) from the Customer. Note that some Cloud Services permit Customers to use unencrypted file transfer protocols. In such cases, Customer is solely responsible for its decision to use such unencrypted field transfer protocols.

9.6 Data Backup. For Cloud Services hosted @Oracle: back-ups are taken on a regular basis; back-ups are secured using a combination of technical and physical controls, depending on the particular Cloud Service.

9.7 Data Segregation. Personal Data from different Oracle customers' environments is logically segregated on Oracle's systems.

10. Audit Rights

Customer may audit Oracle's compliance with the terms of the Agreement and this Data Processing Agreement up to once per year. Customer may perform more frequent audits of the Cloud Service computer systems that Process Personal Data to the extent required by laws applicable to Customer. If a third party is to conduct the audit, the third party must be mutually agreed to by Customer and Oracle and must execute a written confidentiality agreement acceptable to Oracle before conducting the audit.

To request an audit, Customer must submit a detailed audit plan at least two weeks in advance of the proposed audit date to Oracle Corporation's Global Information Security organization ("GIS") describing the proposed scope, duration, and start date of the audit. Oracle will review the audit plan and provide Customer with any concerns or questions (for example, any request for information that could

compromise Oracle security, privacy, employment or other relevant policies). Oracle will work cooperatively with Customer to agree on a final audit plan. If the requested audit scope is addressed in a SSAE 16/ISAE 3402 Type 2, ISO, NIST, PCI DSS, HIPAA or similar audit report performed by a qualified third party auditor within the prior twelve months and Oracle confirms there are no known material changes in the controls audited, Customer agrees to accept those findings in lieu of requesting an audit of the controls covered by the report.

The audit must be conducted during regular business hours at the applicable facility, subject to Oracle policies, and may not unreasonably interfere with Oracle business activities.

Customer will provide GIS any audit reports generated in connection with any audit under this section, unless prohibited by law. Customer may use the audit reports only for the purposes of meeting its regulatory audit requirements and/or confirming compliance with the requirements of the Agreement and this Data Processing Agreement. The audit reports are Confidential Information of the parties under the terms of the Agreement.

Any audits are at the Customer's expense. Any request for Oracle to provide assistance with an audit is considered a separate service if such audit assistance requires the use of resources different from or in addition to those required for the provision of the Cloud Services. Oracle will seek the Customer's written approval and agreement to pay any related fees before performing such audit assistance.

11. Incident Management and Breach Notification

Oracle evaluates and responds to incidents that create suspicion of unauthorized access to or handling of Personal Data ("Incident"). GIS is informed of such Incidents and, depending on the nature of the activity, defines escalation paths and response teams to address those Incidents. GIS will work with Customer, with internal Oracle lines of business, with the appropriate technical teams and, where necessary, with outside law enforcement to respond to the Incident. The goal of the Incident response will be to restore the confidentiality, integrity, and availability of the Cloud Services environment, and to establish root causes and remediation steps.

Oracle operations staff is instructed on responding to Incidents where handling of Personal Data may have been unauthorized, including prompt and reasonable reporting to GIS and to Oracle Corporation's legal department, escalation procedures, and chain of custody practices to secure relevant evidence.

For purposes of this section, "Security Breach" means the misappropriation of Personal Data located on Oracle systems or the Cloud Services environment that compromises the security, confidentiality or integrity of such information. Oracle will inform Customer within 72 hours if Oracle determines that Personal Data has been subject to a Security Breach (including by an Oracle employee) or any other circumstance in which Customer is required to provide a notification under applicable law, unless otherwise required by law.

Oracle will promptly investigate the Security Breach and take reasonable measures to identify its root cause(s) and prevent a recurrence. As information is collected or otherwise becomes available, unless prohibited by law, Oracle will provide Customer with a description of the Security Breach, the type of data that was the subject of the breach, and other information Customer may reasonably request concerning the affected persons. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected persons and/or the relevant data protection authorities.

12. Return and Deletion of Personal Data upon End of Cloud Services or at Customer's Request ("Data Portability")

Following termination of the Cloud Services, Oracle will return or otherwise make available for retrieval Customer's Personal Data then available in the Customer's Cloud Services environment. Following

return of the data, or as otherwise specified in the Agreement, Oracle will promptly delete or otherwise render inaccessible all copies of Personal Data from the production Cloud Services environment, except as may be required by law. Oracle's data return and deletion practices are described in more detail in the Agreement.

13. Legally Required Disclosures

Except as otherwise required by law, Oracle will promptly notify Customer of any subpoena, judicial, administrative or arbitral order of an executive or administrative agency or other governmental authority ("Demand") that it receives and which relates to the Personal Data Oracle is Processing on Customer's behalf. At Customer's request, Oracle will provide Customer with reasonable information in its possession that may be responsive to the Demand and any assistance reasonably required for Customer to respond to the Demand in a timely manner. Customer acknowledges that Oracle has no responsibility to interact directly with the entity making the Demand.

14. Service Analyses

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Cloud Services, and (ii) use data from the Cloud Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses") . Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Customer's Content or Confidential Information in a form that could identify or serve to identify Customer or any data subject, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

ORACLE

Exhibit B to Amendment Two to the Master Agreement

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. Appendix A Price Lists. The "**Appendix A Price Lists**" shall be defined as the then-current versions of the following Appendix A Price Lists at the time of order:

   a. Oracle Technology Global Price List*
   b. Oracle Business Intelligence Applications Global Price List*
   c. Oracle E-Business Suite Applications Global Price List*
   d. Oracle Siebel CRM Global Price List*
   e. PeopleSoft Component Global Price List*
   f. JD Edwards Component Global Price List*
   g. Oracle Primavera Global Price List

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, You may acquire Products listed on the Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses., by paying Oracle the fees specified on the Appendix A Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below.

3. Discount Schedule.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, a discount of 44.45% shall apply to the fees listed on the then-current version of the Appendix A Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.3 above shall not apply to the following:

   a. any third-party products included in any of the Appendix A Price Lists;
   b. any grandfathered Primavera products;
   c. any products priced in advance of availability or with controlled availability; and
   d. any Cloud products on any Appendix A Price Lists.

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated May 6, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 06-May-2016

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services (“OSS”) as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Phase Forward, Nimbula and MICROS Systems programs, is available through Oracle’s web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward, Nimbula programs will be provided to you in writing. Effective August 10, 2015, product release and supported platforms information for MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) will be available in My Oracle Support.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement ("BLRA") between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program ("OJPI"), all of the end user's licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 - May 2017. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2016. For the period of August 2016 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	The Extended Support Fee will be waived from:
Oracle e-Business Suite 12.1	January 2017 – December 2019

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases**: The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Java SE 6:** The Extended Support fee will be waived from January 2016 – December 2018.

11. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.

12. **Oracle Enterprise Manager Cloud Control 12.1:** The Extended Support fee will be waived from November 2016 – October 2017.

13. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2018.

Program	Program Release
Application Access Controls Governor	8.x
Configuration Controls Governor	5.x
Enterprise Governance, Risk, and Compliance Manager	8.x
Enterprise Transaction Controls Governor	8.x
Fusion Governance, Risk, and Compliance Intelligence	3.x
Preventive Controls Governor	7.x

14. **InForm 4.5.6**: For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf

- Until July 1, 2016, remote program updates and patch installation assistance for DIVA programs during normal business hours
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal,Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.

- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests

will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html

2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com

- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Perpetual license of Session Border Controller, Session Router and Core Session Manager, Application Orchestrator and Evolved Communications Application Server; Net-Net Central applications. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, and security alerts
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes and security alerts created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, and security alerts
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, and security alerts created during the Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support and Java SE Support for Independent Software Vendors

Java SE Support and Java SE Support for Independent Software Vendors ("ISVs") are available for Java SE program releases. Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Java SE Support or Java SE Support for ISVs, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite. Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Oracle Priority Support

If you acquire Oracle Priority Support on your order, Oracle will provide Oracle Priority Support as described here.

Oracle Priority Support Advantage

If you acquire Oracle Priority Support Advantage on your order, Oracle will provide Oracle Priority Support Advantage as described here.

Oracle Functional Help Desk for Oracle Retail and Hospitality

If you acquire Oracle Functional Help Desk for Oracle Retail and Hospitality on your order, Oracle will provide Oracle Functional Help Desk for Oracle Retail and Hospitality as described here.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the Peoplesoft HRMS Payroll for North America program releases specified in the North American Payroll Tax Updates Service Availability Matrix below. If you purchase these services, you will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.
The following North American Payroll Tax Updates Service Availability Matrix describes the service availability and time frames.

North American Payroll Tax Updates Service Availability Matrix	
Peoplesoft HRMS Payroll for North American Program Releases	**Availability**
8.8	January 1, 2012 – December 31, 2018
8.9	January 1, 2013 – December 31, 2017
9.0	July 1, 2015 – December 31, 2017

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10. If you purchase these services, you will receive one (1) United States ("US") Federal Government fiscal year of financials legislative updates and/or Severity 1 fixes for Oracle E-Business Suite release 11.5.10. In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10 service consists of the following components that can be purchased separately:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). For the Oracle E-Business Suite 11.5.10 release, Tier 1 is currently available through December 31, 2016 for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

US Federal Government - US Federal Government consists of: Financials legislative updates for the US Federal Government. If you purchase this service, you will receive financial legislative updates for the US Federal Government for one (1) US Federal Government fiscal year through September 30, 2016. If you purchase the US Federal Government option, your fee for such services will be based on the then-current US Federal Government fee.

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following only applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).

- Country-specific financials legislative updates ("localized updates") provided under US Federal Government will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) tax year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release. In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year	2016 Tax Year
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015	April 6, 2015 – April 5, 2016
United States	See note 1 below	January 1, 2015 – December 31, 2015	January 1, 2016 – December 31, 2016

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support document Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll (Doc ID 295406.1)).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3, A8.1 and A9.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release. In order to acquire Financials and Payroll Legislative Updates for JD

Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of the following components that can be purchased separately: Tier 1, Tier 2, Tier 3, Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates. Tier 1, Tier 2 and Tier 3 consists of services for more than one country. Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates consist of services for an individual country.

The components are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable calendar year for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, New Zealand, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Single Country Financial Legislative Updates: Single Country Financial Legislative Updates consists of: Severity 1 fixes and financial legislative updates for the programs and countries specified in the table below. If you purchase Single Country Financial Legislative Updates, your fee for such service will be based on the then-current Single Country for Financial Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India

JD Edwards World	United States, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Single Country Payroll Legislative Updates: Single Country Payroll Legislative Updates consists of: payroll legislative updates for the programs and countries specified in the table below. If you purchase Single Country Payroll Legislative Updates, your fee for such service will be based on the then-current Single Country for Payroll Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Australia and New Zealand
JD Edwards World	United States and Canada

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e., JD Edwards EnterpriseOne Globalizations (Doc ID 752291.1) and JD Edwards World Globalizations (Doc ID 745085.1)). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2, Tier 3 and Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the following programs: PeopleSoft Human Capital Management (HCM) release 9.0 and Financials and Supply Chain Management (FSCM) release 9.0 ("PeopleSoft Enterprise Applications"). Customers who acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will receive one (1) calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in

the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5. The service is available for the following period:

Service	Availability	
Oracle Market-Driven Support for Oracle Database 10g Release 2	August 1, 2015-July 31, 2016	August 1, 2016- July 31, 2017

If you purchase Oracle Market-Driven Support for Oracle Database 10g Release 2, you will receive the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One (1) remote presentation for up to four (4) hours, not to exceed thirty (30) attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five (5) Named Users. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2017. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), Nimbula and MICROS Systems (except as otherwise stated below).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

The following applies to MICROS Systems programs only. Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme.

Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF). Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand, and Vietnam.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX D
LICENSE DEFINITIONS AND RULES

From the Effective Date of Amendment Two to the Master Agreement until August 31, 2017, the Oracle License Definitions and Rules, v111815 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Master Agreement. This Appendix D shall be amended annually to include Oracle's then-current License Definitions and Rules.

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Application Module: is defined as a Program used by You on a single or multiple computers.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population**.** Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device that transmits data to or receives data from Oracle application Programs or Oracle cloud services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution**;** such user may only use the Programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table

and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Invoice Line: is defined as the total number of invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless You acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Module: is defined as each production database running the Programs.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named User Plus / Named User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware

and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

1000 Orders: is defined as one thousand orders entered into the applicable Program during a 12 month period. You may not exceed the licensed number of orders during any 12 month period unless You acquire additional 1000 Orders licenses from Oracle.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters and Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

For the purposes of the following Programs: Oracle Hospitality POS Gateway Provisioning Service for Merchant Link, Oracle Hospitality POS Gateway Change Service for Merchant Link, and Oracle Hospitality POS Annual Support Subscription for Merchant Link, each property management system, each restaurant, and each retail point of sale system must be counted as a separate Property.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes of Tekelec Programs, a Server in a virtualized environment is not counted as a Server.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts. This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies **"1 – 4 socket server"** then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies **"5+ socket server"** then You may use the subscription for servers with any number of sockets.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If Your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of Your gross annual revenue as reported to the SEC in Your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the Program.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation

If Your Program license does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

1 Year Subscription: A Program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the Program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle

Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces

(API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- The number of Hyperion Program option licenses must match the number of licenses of the associated Hyperion Program.
- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain the following user minimums and user maximums:

Program	**Named User Plus Minimum**
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor

WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor
Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management*-** Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options-** BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management-** WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options-	Business Intelligence Server Enterprise

Interactive Dashboard, Delivers, Answers, Office Plug-in, Reporting and Publishing	Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- The Programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the Programs. The Programs may also contain other third party products.
- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Cruise Interface Programs only. You may not add new schemas or unsupported applications.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with the Oracle Hospitality Simphony Point-of-Sale, Oracle Hospitality Simphony Transaction Services, Oracle Hospitality Simphony First Edition Point-of-Sale, Oracle Hospitality Simphony First Edition Transaction Services, Oracle Hospitality Reporting and Analytics, and Oracle Hospitality 9700 Foundation Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.
- For the Oracle XBRi Loss Prevention for Food and Beverage Program, You acknowledge that there are MicroStrategy, Inc. products (the "MicroStrategy Products") included with that Program and the MicroStrategy Products are subject to the following terms and conditions.

  All terms and conditions of the order under which You license the Oracle XBRi Loss Prevention for Food and Beverage Program (the "Order") that are not expressly modified, supplemented, or deleted by these terms shall remain in force but these terms shall supersede any contradictory terms or conditions in the Order.

a. You acknowledge that the Oracle XBRi Loss Prevention for Food and Beverage Program contains copyrighted and proprietary products and materials of MicroStrategy, Inc., which are obtained under a license from MicroStrategy, Inc.
b. Your use of the MicroStrategy Products is restricted solely to use in combination with the Oracle XBRi Loss Prevention for Food and Beverage Program as included therein and limited to the number of named user licenses purchased on the Order.
c. You are prohibited from changing or expanding the data models and You are limited to accessing data only from the data models provided by Oracle.
d. You are expressly prohibited from reverse engineering, disassembling or decompiling the MicroStrategy Products.
e. You acknowledge that You are being granted a sublicense to the MicroStrategy Products only, and in no event shall any title or ownership to the MicroStrategy Products pass or transfer to You.
f. Oracle and MicroStrategy disclaim any warranty of any kind directly to You for the MicroStrategy Products, including a warranty of performance, merchantability, fitness for a particular purpose, title and non-infringement. ORACLE DOES NOT GUARANTEE THAT THE MICROSTRATEGY PRODUCTS WILL PERFORM ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE OR MICROSTRATEGY CAN OR WILL CORRECT ALL PROGRAM ERRORS. ORACLE DISCLAIMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ORACLE AND MICROSTRATEGY'S LIABILITY FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL, AND ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE, ARISING FROM THE USE OF THE MICROSTRATEGY PRODUCTS OR ARISING IN CONNECTION WITH THE ORDER.
g. You are expressly prohibited from written and oral disclosure to any third party of any result of any benchmark tests.
h. If You export the MicroStrategy Products, You are required to comply fully with all relevant export laws and regulations of the United States to ensure that neither the MicroStrategy Products nor any direct product thereof, are exported, directly or indirectly, in violation of United States law.
i. You are expressly prohibited from using the MicroStrategy Products in any manner that violates any individual's privacy right under the applicable law.
j. You acknowledge that Oracle shall have the right to provide to MicroStrategy any personal data provided by You in order for Oracle or MicroStrategy to fulfill its respective obligations hereunder, and that MicroStrategy has the right to export certain personal data outside the European Union to any country in the European Union and/or the United States; provided the processing and export of such personal data shall be carried out in compliance with the applicable law relating to data protection. You have the right to consult, amend, cancel or oppose processing and/or export of Your personal data.
k. In addition to Oracle's audit rights under the Master Agreement, upon Oracle's request, You agree to run a license manager report utilizing the license manager functionality included in any MicroStrategy products. You shall provide Oracle with a license manager report within ten (10) days of receiving a request from Oracle. You understand and agree that Oracle may share license manager report(s) with MicroStrategy.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The following Programs may only be used with the Oracle Hospitality OPERA Programs: Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Premium, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Standard, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Lite and Oracle Hospitality Technology Foundation for Hotel Central Office Systems. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	Column B
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Mobile, Oracle Hospitality Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service, Oracle Hospitality OPERA Campaign Management	Oracle Hospitality OPERA Property Premium, Oracle Hospitality OPERA Property Standard, OR Oracle Hospitality OPERA Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA Sales and Catering for Hotels – Multi-Property Base, Oracle Hospitality OPERA Sales and Catering for Hotels – Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management	Oracle Hospitality OPERA Sales and Catering Premium OR Oracle Hospitality OPERA Sales and Catering Standard
Oracle Hospitality OPERA Sales and Catering for Conference Centers – Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Base, Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management for Conference Centers	Oracle Hospitality OPERA Sales and Catering Base for Conference Centers

Licensing Rules for PeopleSoft Applications

- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.
- The Programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit Program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the Program Documentation) for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
- The Process Modeler Client Program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne Programs You have licensed from Oracle. You shall not use this Program with any other software.
- The license for the Student Administration Program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America Programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration Program. Your use of the Student Administration Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and

any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the effective date of Amendment Two until April 30, 2018, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by as a product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List

(Please see attached for the NPH Discount Table.)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

NAMED PRODUCT HIERARCHY DISCOUNT TABLE

NAMED PRODUCT	SLG Discount	EDU Discount
10 Gb Ethernet Switches	15%	18%
10 Gigabit Ethernet Switch Options	15%	18%
Advanced Support Gateway Server	14%	20%
Big Data Appliance	15%	15%
Big Data Connectors Software	25%	25%
Brocade Hardware	24%	34%
Brocade SAN Software	24%	34%
Brocade software	24%	34%
CMT Server Configured Options	15%	18%
Disk Drives	14%	20%
Enterprise Installation Services	0%	0%
Enterprise Tape Drive Conversion Options	24%	34%
Entry Level LTO 5 Tape Drives	24%	34%
Exadata Hardware Products	20%	20%
Exadata Software Products	25%	25%
Exalogic Hardware Products	20%	20%
Exalogic Software Products	25%	25%
Exalytics Hardware Products	15%	15%
Exalytics Software Products	25%	25%
Fabric Interconnect F1-15	15%	18%
Fibre Channel Host Bus Adapters	14%	20%
Fujitsu M10 Server Configured Options	15%	18%
Fujitsu M10 Server Features	15%	18%
Fujitsu M10 Server X-Options	15%	18%
Fujitsu M10-1 Server	15%	18%
Fujitsu M10-4 Server	15%	18%
High-End M-Series Server X-Options	28%	34%
Host Bus Adapters	14%	20%
I/O Modules	15%	18%
Infiniband Host Channel Adapters	14%	20%
Infiniband Switches	28%	34%
Key Management Switch Accessory Kits	24%	34%
LTO Conversion Options	24%	34%
LTO Tape Drive Features	24%	34%
LTO5 Tape Drives	24%	34%
LTO5 Tape Drives (SL150)	24%	34%
LTO6 Tape Drives: AS400	24%	34%
LTO6 Tape Drives: Desktop/Rackmount	24%	34%
LTO6 Tape Drives: Entry Level	24%	34%
LTO6 Tape Drives: High-End Libraries	24%	34%
LTO6 Tape Drives: Midrange Libraries	24%	34%
LTO7 Tape Drives: Desktop/Rackmount	24%	34%
LTO7 Tape Drives: Entry Level	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
LTO7 Tape Drives: High-End Libraries	24%	34%
LTO7 Tape Drives: Midrange Libraries	24%	34%
Midrange M-Series Server X-Options	28%	34%
Netra Server X3-2	15%	18%
Netra Server X5-2	15%	18%
Network Adapters	14%	20%
Network Cables	14%	20%
Network Modular System	15%	18%
Network Transceivers	14%	20%
Oracle Database Appliance	14%	20%
Oracle Fabric Manager	20%	25%
Oracle Fabric Monitor	20%	25%
Oracle FS Storage System Options	15%	18%
Oracle FS1-2 Storage System	15%	18%
Oracle Replication Engine	15%	18%
Oracle SDN	20%	25%
Oracle Server X5-2	14%	20%
Oracle Server X5-2L	14%	20%
Oracle Server X5-4	14%	20%
Oracle Server X5-8	14%	20%
Oracle Server X6-2	14%	20%
Oracle Server X6-2L	14%	20%
Oracle Solaris Cluster Software	16%	50%
Oracle Solaris Legacy Containers	16%	50%
Oracle Sun QFS Software	15%	18%
Oracle ZFS Storage Options	24%	34%
Oracle ZFS Storage ZS3-2	24%	34%
Oracle ZFS Storage ZS4-4	24%	34%
Other Server Configured Options	6%	6%
Other Server X-Options	14%	20%
Pillar Axiom SAN Storage Replication Features	15%	18%
Power Cords	14%	20%
Private Cloud Appliance	15%	15%
SAS Host Bus Adapters	14%	20%
Secure Global Desktop Software	16%	50%
Server Hard Disk Drives	14%	20%
Server Solid State Disks	14%	20%
SL150 Tape Library	24%	34%
SL150 Tape Library Features	24%	34%
SL150 Tape Library Options	24%	34%
SPARC M5 Server Configured Memory	15%	18%
SPARC M5 Server Configured Options	15%	18%
SPARC M5 Server X-Option Memory	15%	18%

NAMED PRODUCT	SLG Discount	EDU Discount
SPARC M6-32 Server Configured Options	15%	18%
SPARC M6-32 Server X-Options	15%	18%
SPARC M7 Server	15%	18%
SPARC M7 Server Configured Options	15%	18%
SPARC M7 Server X-Options	15%	18%
SPARC SuperCluster Hardware Products	15%	18%
SPARC T3 Server Configured Options	15%	18%
SPARC T4 Server Configured Options	15%	18%
SPARC T4 Server X-Options	15%	18%
SPARC T5 Server Configured Options	15%	18%
SPARC T5 Server X-Options	15%	18%
SPARC T5-1B Blade Server Module	15%	18%
SPARC T5-2 Server	15%	18%
SPARC T5-4 Server	15%	18%
SPARC T5-8 Server	15%	18%
SPARC T7 Server Configured Options	15%	18%
SPARC T7 Server X-Options	15%	18%
SPARC T7-1 Server	15%	18%
SPARC T7-2 Server	15%	18%
SPARC T7-4 Server	15%	18%
Spare Parts	29%	29%
Storage Archive Manager	22%	50%
Storage Hard Disk Drives	14%	20%
StorageTek Automated Cartridge System Library Software	15%	18%
StorageTek Availability Suite Software	15%	18%
StorageTek Enterprise Library Software	24%	34%
StorageTek Library Content Manager Software	15%	18%
StorageTek Linear Tape File System Software	24%	34%
StorageTek T10000D Tape Drive	24%	34%
StorageTek Tape Analytics Software	15%	34%
StorageTek Virtual Library Extension	15%	18%
StorageTek Virtual Storage Manager Features	24%	34%
StorageTek Virtual Storage Manager System (VSM 6)	24%	34%
StorageTek Virtual Storage Manager System (VSM 7)	24%	34%
Sun Blade Server Options	15%	18%
Sun Fire X4170 M2 Server	14%	20%
Sun Flash Accelerator F160 PCIe Card	24%	34%
Sun Flash Accelerator F320 PCIe Card	24%	34%
Sun Flash Accelerator F80 PCIe Card	24%	34%
Sun Netra Rack Kits	15%	18%
Sun Racks	15%	18%
Sun Ray Server Software	15%	18%
Sun StorageTek SL3000 Modular Library System	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
Sun StorageTek SL500 Modular Library System	24%	34%
Sun StorageTek SL8500 Modular Library Features	24%	34%
Sun StorageTek SL8500 Modular Library System	24%	34%
Sun StorageTek T10000B Tape Drive (Open)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 4)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 5)	24%	34%
Sun Unified Storage System Options	24%	34%
Sun ZFS Storage 7320 System	24%	34%
Sun ZFS Storage 7420 System	24%	34%
Sun ZFS Storage System Features	24%	34%
Sun ZFS Storage System Options	24%	34%
Tape Encryption	24%	34%
Tape Library Features	24%	34%
Tape Media	24%	29%
Tape Options	24%	34%
Tuxedo CFSR	15%	18%
Virtual Desktop Infrastructure Software	28%	34%
Zero Data Loss Appliance	15%	15%
Zero Data Loss Appliance Software	15%	15%

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. Consulting Rates. From the effective date of Amendment Two until August 31, 2017, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment Two through and including August 31, 2017.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment Two.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any Program licenses acquired pursuant to the Master Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H

HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the effective date of Amendment Two through and including August 31, 2017, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

APPENDIX I
PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

B. Pricing and Discount Terms for Oracle University Training

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the effective date of Amendment Two until August 31, 2017, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this Master Agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. For the purposes of this Appendix I, the term "services" refers to the education services.

i. For the purposes of this Appendix I, a "named user" is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day

they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the effective date of Amendment Two through and including August 31, 2017, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Renewal	USD	$240.00	Per Delivery Day	90 Days
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	90 Days
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	90 Days
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	90 Days
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User	12 Months

Certification	Currency	Public Pricing	Metric
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour
Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services – Oracle Content	Currency	Public Pricing	Metric
Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs	Currency	Public Pricing	Metric
UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework	Currency	Public Pricing	Metric
Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

Oracle Hardware and Systems Support Policies

Effective Date: 4-April-2016

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Communications Network Premier Support
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools

- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at: http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart". Availability varies by country.
- Non-technical customer service during normal business hours

Response Time Targets for the United States and Canada

Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.

Response Time Targets for EMEA

The response time targets for EMEA (defined below), regardless of severity level, are limited to (i) Advanced Parts Exchange or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, EMEA includes the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Response Time Targets for EMEA	Country
Advanced Parts Exchange or 4 hour onsite assistance (as described above)	Austria, Belgium, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, United Kingdom
Advanced Parts Exchange or 8 hour onsite assistance (as described above)	Denmark, Finland, France, Norway, Portugal, Sweden
Advanced Parts Exchange or next business day onsite assistance (as described above)	Israel, Poland, Switzerland

Response Time Targets for JAPAC

The response time targets for JAPAC (defined below), regardless of severity level, are limited to (i) return to depot or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, JAPAC includes the following countries: Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam.

Response Time Targets for JAPAC	Country
Return to depot or 4 hour onsite assistance (as described above)	Australia, New Zealand
Return to depot or next business day onsite assistance (as described above)	Hong Kong, India, Japan, Korea, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam
Return to depot	Cambodia, Guam, Laos, Maldives, Sri-Lanka

Response Time Targets for LAD

The response time targets for LAD (defined below), regardless of severity level, are limited to return to depot. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, LAD includes the following countries: Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay.

Response Time Targets for LAD	Country
Return to depot	Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Non-technical customer service during normal business hours

Response Time Targets

The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality Hardware are the same as those for Oracle Premier Support for Oracle Retail and Hospitality Hardware as defined above. Please note that the response time targets for JAPAC & LAD (as defined above), regardless of severity level, are limited to return to depot.

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products, except as otherwise specified in this section. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100 and 3820 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software. Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until

Oracle first responds to you.

- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	**Response Time**[1]	**Remote Restoration Time**[1]	**Resolution Time**[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to
http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Functional Help Desk
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site

- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle hardware products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware (JAPAC, LAD, and US Cruise only).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

Access to the following MICROS Systems web-based customer support systems for Oracle Retail and Hospitality Hardware: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. Oracle Retail and Hospitality Hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For MICROS Systems hardware in Korea, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, JAPAC, and LAD are as specified in the Oracle Premier Support for Oracle

Retail and Hospitality Hardware section above, (ii) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

Form No. DTMB-3521 (Rev. 2/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO.1

to

CONTRACT NO. 071B4300149

between

THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	Joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
Redwood Shores, CA 94065	(314) 477-4418	-5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER	DTMB	Reid Sisson	(517) 241-1638	Sissonr@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Whitnie Zuker	(517) 284-7030	zukerw@michigan.gov

CONTRACT SUMMARY

DESCRIPTION: Oracle Software and Technical Support Services

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 29, 2014	August 28, 2019	3, one year	August 28, 2019

PAYMENT TERMS	F.O.B.	SHIPPED TO
Net 30	N/A	N/A

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other	☒ Yes ☐ No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF EXTENSION/OPTION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		August 28, 2019

CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE
$65,000,000.00	$35,000,000.00	$100,000,000.00

DESCRIPTION:

Effective May 1 2015, this Contract is hereby amended to include the Amendment One to Master Agreement document and Hardware systems support policies. See attached. Furthermore, Section 1.302 Reports has been amended as such:

1.302 REPORTS

Monthly Reporting

Contractor will report within 45 days following the end of each month to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount
- Product Category – Contractor can provide the Named Product Hierarchy from the Hardware Price List, if available (i.e., Network Adapters, Oracle Service X5-2L, SPARC T3 Server, etc.)
- Serial Number (if available)
- Shipped Date (if available)
- Shipped to Contact Name (if available)
- Shipped to Address
- Shipped to City
- Shipped to Zip Code
- Delivery Date (if available)

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

State Administrative approval on August 28, 2014 for $100,000,000.00. This Change Notice adds the remaining balance of $35,000,000.00 to the Contract. Remaining Value of the AD Board authorized amount may be added to the Contract via future Change Notices: $0.00.

Change Notice Number: 1
Contract Number:071B4300149

For the Contractor:

Robert Wheatley
Robert Wheatley (May 6, 2015)

May 6, 2015

Bob Wheatley,
Oracle America, Inc.
Senior Deal Manager

Date

For the State:

Bill Pemble

5/6/15

Bill Pemble,
IT Division Director, DTMB Procurement
State of Michigan

Date

AMENDMENT ONE
TO
MASTER AGREEMENT

This Amendment One (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement and replace it with the following:

   "Hardware, Software License and Services Agreement".

2. Delete the first recital and replace it with the following:

   "This Hardware, Software License and Services Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the second recital and replace it with the following:

   "All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Products and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party.""

4. Delete the fourth recital and replace it with the following:

   "**This Agreement covers the sale or purchase of Programs, Services, and Hardware only, and may not be utilized for the sale or purchase of cloud services.**"

5. Delete the definition of "Commencement Date" and replace it with the following:

   "Commencement Date" shall mean (i) for Programs, the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form, (ii) for Hardware, Operating System and Integrated Software, the date the Hardware is delivered and (iii) for Integrated Software Options, the date that Oracle accepts your order for an Integrated Software Option.

6. Delete the definition of "Programs" and replace it with the following:

"**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System.

7. Delete the definition of "Services" and replace it with the following:

   "**Services**" refers to Technical Support services, education, consulting or advanced customer support services which you have ordered.

8. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

   "**Amendment One**" refers to Amendment One to Contract No. 071B4300149, a/k/a the Hardware, Software License and Services Agreement, dated August 29, 2014, between the State and Oracle.

   "**Hardware**" refers to the computer equipment, including components, options and spare parts.

   "**Integrated Software**" refers to any software or programmable code that is (a) embedded or integrated in the Hardware and enables the functionality of the Hardware or (b) specifically provided to you by Oracle under Appendix E and specifically listed (i) in accompanying documentation, (ii) on an Oracle webpage or (iii) via a mechanism that facilitates installation for use with your Hardware. Integrated Software does not include and you do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, operating systems, development tools, or system management software or other code that is separately licensed by Oracle. For specific Hardware, Integrated Software includes Integrated Software Options (as defined in Appendix E) separately ordered.

   "**Operating System**" refers to the software that manages Hardware for Programs and other software.

   "**Products**" refers to Programs, Hardware, Integrated Software and Operating System.

9. Delete the last paragraph of Section 2.1.A. and replace it with the following:

   Upon payment for Technical Support Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

10. Delete Section 2.1.C. and replace it with the following:

    "C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs, Operating System, Integrated Software and anything developed or delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, Operating System, Integrated Software and anything developed or delivered under this Agreement other than those specified in this Agreement or the applicable ordering document."

11. Delete Section 2.2.A. and replace it with the following:

    "A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive

Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

12. Delete Section 2.3 and replace it with the following:

"2.3 Verification

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs, Operating System, Integrated Software and Integrated Software Options. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs, Operating System, Integrated Software and Integrated Software Options in excess of your license rights or (ii) promptly cease usage of the applicable Programs, Operating System, Integrated Software and Integrated Software Options and promptly delete all copies of the Program, Operating System, Integrated Software and Integrated Software Options from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Program-related Services (include Technical Support), (b) other Services related to the Operating System, Integrated Software and Integrated Software Options ordered under Appendix E and related agreements, (c) Program licenses, and licenses of the Operating System, Integrated Software and Integrated Software Options ordered under the Agreement and related agreements and/or (d) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

13. Add the following as a new Section 2.5 to read as follows:

"2.5 Program-related Services

In addition to technical support, you may order a limited number of Program-related Services under this Agreement as listed in the Program-Related Service Offerings document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and you will perform the actions identified in the order as your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf. Services provided may be related to your license to use Programs owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such Programs.

Upon payment for Program-related Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form."

14. Article III (TECHNICAL SERVICES) is renumbered as "Article III-A." and Section 3.1 (Technical Support Services) is renumbered as "Section 3.1-A".

15. Add the following as a new Article III-B. (CONSULTING AND TRAINING SERVICES) immediately after Article III-A. (TECHNICAL SERVICES) to read as follows:

"**III-B. CONSULTING AND TRAINING SERVICES**

3.1-B Consulting, Advanced Customer Support and Training Services

Oracle will provide consulting, advanced customer support services and training services agreed to by the parties under the terms of this Agreement. All consulting, advanced customer support services and training services shall be according to a defined Statement of Work between the parties.

3.2-B Rights Granted and Restrictions

Upon payment for the Services listed in Section 3.1-B, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under this Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form.

You may allow your agents and contractors (including, without limitation, outsourcers) to use deliverables for your internal business operations and you are responsible for their compliance with this Agreement in such use.

Such services provided may be related to your license to use products owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such products.

3.3-B Background Checks. The State may, at its sole expense, conduct a background check of any Oracle employee who is proposed for assignment to perform services under this Agreement at your site in the United States, provided that (A) the background check complies with all applicable local, state and federal laws, (B) the background check is completed before the employee commences performing services for you; and (C) you obtain written consent from the Oracle employee prior to conducting such background check. You will notify Oracle whether the Oracle employee has or has not passed, or has declined to participate in, such background check. No other information, including any detail about the checks performed or results obtained, will be provided by you to Oracle. If you notify Oracle that an Oracle employee has not passed, or has declined to participate in, such background check, Oracle will not assign that Oracle employee to perform services for you under this Agreement. You acknowledge and agree that any information provided by, and/or obtained about, an Oracle employee is and shall be treated by you as Oracle's Confidential Information, shall not be disclosed to Oracle or any third party, and shall not be used for any purpose other than for determining whether that Oracle employee has or has not passed such background check."

16. Add the following as a new Article III-C. (HARDWARE) immediately after Article III-B. (CONSULTING AND TRAINING SERVICES) to read as follows:

"**III-C. HARDWARE**

Hardware will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix E."

17. Delete Section 4.3 and replace it with the following:

"**4.3 Termination by Oracle or Customer**
If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to

such termination, as well as all sums remaining unpaid for Products ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Products or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Products ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.

If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Products and/or Services that are subject to such contract."

18. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the third paragraph of such Section 5.1:

"Notwithstanding the provisions of the immediately preceding paragraph and with respect to Hardware only, if Oracle believes or it is determined that the Hardware (or portion thereof) may have violated a third party's intellectual property rights, Oracle may choose to either replace or modify the Hardware (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may remove the applicable Hardware (or portion thereof) and refund the net book value (calculated based on a five (5) year straight line depreciation) and any unused, prepaid technical support fees you have paid to Oracle for the Hardware.

Provided you are a current subscriber to Oracle technical support services for the Operating System (e.g., Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems or Oracle Linux Premier Support), then for the period of time for which you were a subscriber to the applicable Oracle technical support services (a) the phrase "Material" above in the first paragraph of this Section 5.1 shall include the Operating System and the Integrated Software and any Integrated Software Options that you have licensed and (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Operating System or Integrated Software or Integrated Software Options (as applicable)" (i.e., Oracle will not indemnify you for your use of the Operating System and/or Integrated Software and/or Integrated Software Options when you were not a subscriber to the applicable Oracle technical support services). Notwithstanding the foregoing, with respect solely to the Linux operating system, Oracle will not indemnify you for Materials that are not part of the Oracle Linux covered files as defined at http://www.oracle.com/us/support/library/enterprise-linux-indemnification-069347.pdf."

19. Delete Section 5.3.C. and replace it with the following:

"C. **Services Warranty**
For Services other than the Services provided for in the attached Appendix E, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

20. Delete Section 5.4.C. and replace it with the following:

"C. **For Services**
For Services other than the Services provided for in the attached Appendix E, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

21. Delete the first paragraph of Section 6.1 and replace it with the following:

"All fees payable to Oracle are due and payable 30 days from the invoice date. Except as set forth in the following proviso and in clause (ii) of the immediately following sentence, Services fees are invoiced after the performance of the Service; provided that fees payable by State agencies for 12-month Oracle University subscription services shall be invoiced annually in advance. Technical Support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the effective date of the applicable Order Form. You understand that you may receive multiple invoices for the Products and Services you ordered."

22. Delete the first paragraph of Section 7.4 and replace it with the following:

"IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PRODUCT OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PRODUCT OR SERVICES GIVING RISE TO THE LIABILITY."

23. Delete Section 7.7 and replace it with the following:

"7.7 Export Administration
Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Products and/or materials resulting from Services (nor any direct product thereof) are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation."

24. Delete the last paragraph of Section 7.9 and replace it with the following:

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

25. Delete Section 8.1 and replace it with the following:

"**8.1 Term of the Agreement**
Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

(i) Appendix A (Pricing and Discount Schedule for Licenses and First Year Technical Support), which shall be updated on August 29, 2015 and thereafter annually;
(ii) Appendix F (Pricing and Discount Schedule for Hardware), which shall be updated on August 29, 2015 and thereafter quarterly;
(iii) Appendix G (Hourly Rates for Time and Materials – Consulting Services), which shall be updated on August 29, 2015 and thereafter annually;
(iv) Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), which shall be updated on August 29, 2015 and thereafter annually; and
(v) Appendix I (Pricing and Discount Schedule for Oracle University Training), which shall be updated on August 29, 2015 and thereafter annually.

26. Delete Section 8.3 and replace it with the following:

"**8.3 Segmentation**
The purchase of any Products and related services or other Services are all separate offers and separate from any other order for any Products and related services or other Services you may receive or have received from Oracle. You understand that you may purchase any Products and related services or other services independently of any other Products or services. Your obligation to pay for (a) any Products and related services is not contingent on performance of any other services or delivery of any other Products or (b) other services is not contingent on delivery of any Products or performance of any additional/other service."

27. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix E in the form of Exhibit A attached hereto;
(ii) Appendix F in the form of Exhibit B attached hereto;
(iii) Appendix G in the form of Exhibit C attached hereto;
(iv) Appendix H in the form of Exhibit D attached hereto;
(v) Appendix I in the form of Exhibit E attached hereto; and
(vi) Appendix J in the form of Exhibit F attached hereto.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is May 1st, 2015. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		Oracle America, Inc.	
Signature	Bill Pemble	Signature	Robert Wheatley Robert Wheatley (May 6, 2015)
Name	Bill Pemble	Name	Robert Wheatley
Title	Director IT	Title	Senior Deal Manager
Signature Date	5/6/15	Signature Date	May 6, 2015

APPENDIX E
HARDWARE

This Hardware Appendix E (this "Appendix E") is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix E shall coterminate with the Agreement.

1. DEFINITIONS

1.1 "**Integrated Software Options**" refers to software or programmable code embedded in, installed on, or activated on the Hardware that requires one or more unit licenses that You must separately order. Such separate order will set forth the fees for the Integrated Software Options You are ordering. Not all Hardware contains Integrated Software Options; please refer to the Oracle Integrated Software Options License Definitions, Rules and Metrics accessible at http://oracle.com/contracts (the "Integrated Software Options License Rules") for the specific Integrated Software Options that may apply to specific Hardware. Oracle reserves the right to designate new software features as Integrated Software Options in subsequent releases and that designation will be specified in the applicable documentation and in the Integrated Software Options License Rules.

1.2 Capitalized terms used but not defined in this Appendix E have the meanings set forth in the Agreement.

2. RIGHTS GRANTED

2.1 Your Hardware order consists of the following items: Operating System (as defined in Your configuration), Integrated Software and all Hardware equipment (including components, options and spare parts) specified on the applicable order. Your Hardware order may also include Integrated Software Options. Integrated Software Options may not be activated or used until You separately order them and pay the fees as set forth in an in accordance with such Order. .

2.2 You have the right to use the Operating System delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the Operating System and any Operating System updates acquired through technical support only as incorporated in, and as part of, the Hardware.

2.3 You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software delivered with the Hardware subject to the terms of this Appendix E and the applicable documentation. You are licensed to use that Integrated Software and any Integrated Software updates acquired through technical support only as incorporated in, and as part of, the Hardware. You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software Options that you separately order subject to the terms of this Appendix E, the applicable documentation and the Integrated Software Options License Rules; the Integrated Software Options License Rules are incorporated in and made a part of this Appendix E. You are licensed to use those Integrated Software Options and any Integrated Software Options updates acquired through technical support only as incorporated in, and as part of, the Hardware. To fully understand Your license right to any Integrated Software Options that You separately order, You need to review the Integrated Software Options License Rules. In the event of any conflict between the Master Agreement and the Integrated Software Options License Rules, the Integrated Software Options License Rules shall take precedence.

2.4 The Operating System or Integrated Software or Integrated Software Options (or all three) may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System, Integrated Software and Integrated Software Options under such terms are not restricted in any way by the Master Agreement including this Appendix E. The appropriate terms associated with such separate works can be found in the readme files, notice

files or in the documentation accompanying the Operating System, Integrated Software, and Integrated Software Options.

For GPLv2, LGPLv2.1, GPLv3 and LGPLv3 licensed code You received as binaries on physical media, You may receive a copy of the source code ("source code") on media via postal service by submitting a written request at http://www.oracle.com/technetwork/opensource/index.html. Alternatively, You can mail Your written request to Oracle Corporation, Attn: VP of Legal, Development and Engineering, 500 Oracle Parkway, MS-5OP10, Redwood Shores, CA 94065. Your request should include the name and version number of the Product, Your name, Your company name (if applicable), Your return mailing address, and Your email address. Certain source distributions require a fee for physical media; in such case, You will be sent details on the cost and payment procedure via email. Your request must be sent within three (3) years of the date of Oracle's last delivery of the applicable Product, or in the case of code licensed under the GPLv3, You may send a request for as long as Oracle offers spare parts or technical support for the applicable Product model. This offer only applies if You received Your Operating System, Integrated Software or Integrated Software Options on physical media.

2.5 Upon payment for Hardware-related Services, You have the non-exclusive, non-assignable, royalty free, perpetual, limited right to use for Your internal business operations anything developed by Oracle and delivered to You under this Appendix E ("deliverables"); however, certain deliverables may be subject to additional license terms which are provided in the order.

3. RESTRICTIONS

3.1 You may only make copies of the Operating System, Integrated Software and Integrated Software Options for archival purposes, to replace a defective copy, or for program verification. You shall not remove any copyright notices or labels on the Operating System, Integrated Software or Integrated Software Options. You shall not decompile or reverse engineer (unless required by law for interoperability) the Operating System or Integrated Software.

3.2 You acknowledge that to operate certain Hardware, Your facility must meet a minimum set of requirements as described in the Hardware documentation in effect on the date such Hardware is delivered to You. Such requirements may change from time to time, as communicated by Oracle to You in the applicable Hardware documentation.

3.3 The prohibition on the assignment or transfer of the Operating System or any interest in it under Section 2.2 of the Agreement shall apply to all Operating Systems licensed under this Appendix E, except to the extent that such prohibition is rendered unenforceable under applicable law.

4. TRIAL PROGRAMS

Oracle may include additional Programs on the Hardware (e.g., Exadata Storage Server software). You are not authorized to use those Programs unless You have a license specifically granting You the right to do so; however, You may use those additional Programs for trial, non-production purposes for up to 30 days from the date of delivery provided that You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. To use any of these Programs after the 30 day trial period, You must obtain a license for such Programs from Oracle or an authorized reseller. If You decide not to obtain a license for any Program after the 30 day trial period, You will cease using and promptly delete any such Programs from Your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide technical support or offer any warranties for these Programs.

If, when you install the Hardware purchased by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

5. TECHNICAL SUPPORT

5.1 Oracle Hardware and Systems Support acquired with Your order may be renewed annually and, if You renew Oracle Hardware and Systems Support for the same systems and same

configurations, for the first and second renewal years the technical support fee will not increase by more than 3% over the prior year's fees.

5.2 If ordered, Oracle Hardware and Systems Support (including first year and all subsequent years) is provided under Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information, and consents that Oracle may require in order to perform the technical support services. The Oracle Hardware and Systems Support Policies are incorporated in this Appendix E as Appendix J and Appendix J shall be amended annually to include Oracle's then current Hardware and Systems Support Policies. The Hardware and Systems Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided during the period for which fees for Oracle Hardware and Systems Support have been paid. You should review the policies prior to entering into the order for technical support services. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts.

5.3 Oracle Hardware and Systems Support is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

6. HARDWARE-RELATED SERVICES

In addition to technical support, You may order a limited number of Hardware-related Services under this Appendix E as listed in the Hardware-Related Services document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and You will perform the actions identified in the order as Your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf. Services provided may be related to Your license to use Products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such Products.

7. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

7.1 Oracle provides a limited warranty ("Oracle Hardware Warranty") for (i) the Hardware, (ii) the Operating System and the Integrated Software and the Integrated Software Options, and (iii) the Operating System media, the Integrated Software media and the Integrated Software Options media ("media", and (i), (ii) and (iii) collectively, "Hardware Items"). Oracle warrants that the Hardware will be free from, and using the Operating System and Integrated Software and Integrated Software Options will not cause in the Hardware, material defects in materials and workmanship for one year from the date the Hardware is delivered to You. Oracle warrants that the media will be free from material defects in materials and workmanship for a period of 90 days from the date the media is delivered to You. You may access a more detailed description of the Oracle Hardware Warranty at http://www.oracle.com/us/support/policies/index.html ("Warranty Web Page"). Any changes to the Oracle Hardware Warranty specified on the Warranty Web Page will not apply to Hardware or media ordered prior to such change. The Oracle Hardware Warranty applies only to Hardware and media that have been (1) manufactured by or for Oracle, and (2) sold by Oracle (either directly or by an Oracle-authorized distributor). The Hardware may be new or like new. The Oracle Hardware Warranty applies to Hardware that is new and Hardware that is like-new which has been remanufactured and certified for warranty by Oracle.

7.2 Oracle also warrants that technical support services and Hardware-related Services (as referenced in Section 6 of this Appendix E) ordered and provided under this Appendix E will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support service or Hardware-related Services warranty deficiencies within 90 days from performance of the deficient technical support service or Hardware-related Services.

7.3 **FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE: (i) THE REPAIR OR, AT ORACLE'S OPTION AND EXPENSE, REPLACEMENT OF THE DEFECTIVE HARDWARE ITEM, OR IF SUCH REPAIR OR REPLACEMENT IS NOT REASONABLY ACHIEVABLE, THE REFUND OF THE FEES YOU PAID ORACLE FOR THE DEFECTIVE HARDWARE ITEM OR (ii) THE**

REPERFORMANCE OF THE DEFICIENT HARDWARE-RELATED SERVICES; OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT HARDWARE-RELATED SERVICES AND RECOVER THE FEES YOU PAID TO ORACLE FOR THE DEFICIENT HARDWARE-RELATED SERVICES. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS WITH RESPECT TO THE ABOVE ITEMS, INCLUDING ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.4 Replacement units for defective parts or Hardware Items replaced under the Oracle Hardware Warranty may be new or like new quality. Such replacement units assume the warranty status of the Hardware into which they are installed and have no separate or independent warranty of any kind. Title in all defective parts or Hardware Items shall transfer back to Oracle upon removal from the Hardware.

7.5 **ORACLE DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE HARDWARE, OPERATING SYSTEM, INTEGRATED SOFTWARE, INTEGRATED SOFTWARE OPTIONS OR MEDIA.**

7.6 No warranty will apply to any Hardware, Operating System, Integrated Software, Integrated Software Options or media which has been:

a. modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle/Sun serial number tag on the Hardware);
b. maltreated or used in a manner other than in accordance with the relevant documentation;
c. repaired by any third party in a manner which fails to meet Oracle's quality standards;
d. improperly installed by any party other than Oracle or an authorized Oracle certified installation partner;
e. used with equipment or software not covered by an Oracle warranty, to the extent that the problems are attributable to such use;
f. relocated, to the extent that problems are attributable to such relocation;
g. used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations;
h. used by parties appearing on the then-current U.S. export exclusion list;
i. relocated to countries subject to U.S. trade embargo or restrictions;
j. used remotely to facilitate any activities for parties or in the countries referenced in 7.6(h) and 7.6(i) above; or
k. purchased from any entity other than Oracle or an Oracle authorized reseller.

7.7 The Oracle Hardware Warranty does not apply to normal wear of the Hardware or media. The Oracle Hardware Warranty is extended only to the original purchaser or original lessee of the Hardware and may be void in the event that title to the Hardware is transferred to a third party.

8. [Intentionally Omitted]

9. ORDER LOGISTICS

9.1 Delivery, Installation and Acceptance of Hardware

9.1.1 You are responsible for installation of the Hardware unless You purchase installation services from Oracle for that Hardware.

9.1.2 Oracle will deliver the Hardware to the delivery address specified by You on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified on the order. The applicable country specific Hardware shipping terms are located in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.1.3 Acceptance of the Hardware is deemed to occur on delivery.

9.1.4 Oracle may make and invoice You for partial deliveries.

9.1.5 Oracle may make substitutions and modifications to the Hardware that do not cause a material adverse effect in overall Hardware performance.

9.1.6 Delivery Timeframe.

(a) With respect to orders of Hardware by Authorized Contract Users that are not State agencies, Oracle will use its reasonable commercial efforts to deliver the Hardware within a timeframe that is consistent with Oracle's past practices regarding the amount and type of Hardware that You have ordered.

(b) With respect to orders of Hardware listed on Appendix F (which Hardware does not, for the avoidance of doubt, include spare parts, or remanufactured or end-of-life products) by Authorized Contract Users that are State agencies, Oracle will endeavor to deliver such Hardware within the estimated delivery timeframe (if any) set forth in the applicable ordering document. Each estimated delivery timeframe shall be expressed as a certain number of calendar days and shall commence upon the receipt by Oracle of an ordering document effective in accordance with its terms.

Should Oracle fail to deliver the Hardware within the estimated delivery timeframe, the Authorized Contract User may cancel the order for such Hardware without incurring any cancellation or change order fees provided that (i) Oracle's failure to meet the estimated delivery timeframe is not (A) due to a force majeure event as set forth in Section 8.4 or (B) caused by any action or omission of the Authorized Contract User or the expeditor, carrier or shipping company and (ii) Oracle receives notice from such Authorized Contract User of such Authorized Contract User's decision to cancel the order for such Hardware prior to the date on which the Hardware has shipped. For the avoidance of doubt, any such cancellation shall be applicable solely to the Hardware for which Oracle has failed to meet the estimated delivery timeframe, and shall not be applicable to any other Products or Services (if any) included in the applicable ordering document.

The Parties agree that the failure of Oracle to deliver Hardware within the applicable estimated delivery timeframe shall not constitute a default or breach of this Agreement or the applicable ordering document, or entitle the State or any Authorized Contract User to any rights or remedies (other than the ability to cancel the order for such Hardware as set forth in the immediately preceding paragraph).

Any notice of cancellation shall be sent by electronic mail to each of the following email address: HW-cancellations-NA_WW@oracle.com.

Notices by electronic mail shall be deemed received upon the sender's receipt of an acknowledgment from the intended recipient (such as by the "return receipt requested" function, as available, return email or other written acknowledgment).

9.2 Transfer of Title

Title to the Hardware will transfer upon delivery.

9.3 Territory

The Hardware shall be installed in the country/countries that You specify as the delivery location on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified in the order.

9.4 Pricing, Invoicing, and Payment Obligation

9.4.1 You may change a Hardware order prior to shipment subject to the then current change order fee as established by Oracle from time to time. The applicable change order fees and a description of allowed changes are defined in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.4.2 In entering into payment obligations under an order, You agree and acknowledge that You have not relied on the future availability of any Hardware, Program or updates. However, (a) if You order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under the Master Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to You under an order and the Master Agreement.

9.4.3 Hardware and Integrated Software Options fees are invoiced as of the respective Commencement Dates.

9.4.4 Except as set forth in clause (ii) of the immediately following sentence, Hardware-related Service fees are invoiced after performance of the Hardware-related Service performance. Technical support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Hardware-related Services is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

9.4.5 In addition to the prices listed on the order, Oracle will invoice You for any applicable freight charges or applicable taxes, and You will be responsible for such charges and taxes notwithstanding any express or implied provision in the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at http://oracle.com/contracts.

APPENDIX F

Pricing and Discount Schedule for Hardware

This Appendix F is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle).

(please see attached)

APPENDIX G

Hourly Rates for Time and Materials – Consulting Services

This Appendix G is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

A. Consulting Rates. For a period of one (1) year from the effective date of Amendment One, consulting services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("Consulting Rates"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

*Oracle Consulting can quote Fixed Price if requested by the State of Michigan

B. All labor categories are US resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment One through and including August 28, 2015.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment One.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Agreement are separate from any Program licenses acquired pursuant to the Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Agreement.

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APPENDIX H

Hourly Rates for Time and Materials Oracle Advanced Customer Support

This Appendix H is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

For the period beginning on the effective date of Amendment One through and including August 28, 2015, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("ACS Rates"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

Invoiced as Services are performed -- aka Invoiced/Billed in Arrears

APPENDIX I

Pricing and Discount Schedule for Oracle University Training

This Appendix I is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

Appendix
Pricing and Discount Schedule

A. Pricing and Discount Terms for Oracle University Training:

1. Price List. For the period beginning on the effective date of Amendment One through and including August 28, 2015, the "Price Lists" in this Appendix I shall be defined as the following Price Lists (listed below in Section 7):

   a. Oracle University Global Base Price List, dated September 1, 2014.

2. Pricing and Discount Terms.

   a. For a period of one (1) year from the effective date of Amendment One, all Oracle University products and services may be purchased based on the discount defined in the schedule below:

Oracle University Discount Schedule [Utilizing the Price List in Effect at the Time the Order is Placed]	
Transaction Band	Discount
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are held at a State of Michigan entity training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events

will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. The term "services" refers to the education services.

i. A "named user" is an individual authorized by the State of Michigan to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. <u>Cancellation and Rescheduling Policy.</u>

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance.* You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State of Michigan or Local government customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State of Michigan or Local government customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

   a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

   a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Price Lists

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	Currency	Public Pricing	Metric
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people		Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617	$9,863.5	$14,109.	$18,355.	$22,601.

				.65	3	41	29	18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people		**Private Event Pricing**	**Metric**
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions				TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Reuewal	USD	$240.00	Per Delivery Day	
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User [10 User Minimum]	12 Months

Enterprise Digital Training Solution (EDTS): Unlimited Learning Subscription + Unlimited Live Virtual Class Subscription	USD	EDTS Pricing 12 Months Table [Below]	Per Named User [*100 User Minimum]

Named Users	List Price Per Named User
100+	$ 11,100.00
250+	$ 8,880.00
500+	$ 7,104.00

*Once initial 100 User Minimum requirement is met, additional users may be procured at a lower 10 User Minimum threshold and at the same rate; if purchased prior to the expiration date of the initial qualifying EDTS investment 12-month subscription period.

Certification			
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day
User Adoption Services			
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour

Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services - Oracle Content

Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs

UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit

Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework

Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware

Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day

OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J

Oracle Hardware and Systems Support Policies

This Appendix J is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

ORACLE

Oracle Hardware and Systems Support Policies

Effective Date: 1-April-2015

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-076833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems or Oracle Premier Support for Oracle Retail and Hospitality Hardware lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts

must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support; however, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system

and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, and Oracle Premier Support for Oracle Retail and Hospitality Hardware
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support and Oracle Premier Support for Oracle Retail and Hospitality Hardware will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten

years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts

- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at
- http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdfNon-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends).
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports.

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart"
- Non-technical customer service during normal business hours

For onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware only, if Oracle determines, in its sole discretion, that onsite support is appropriate, reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below, except as otherwise specified herein. The response time target guidelines for Oracle Retail and Hospitality Hardware on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. Except for Severity 1, the response times specified in the guidelines below are during local business hours only. For Severity 1, onsite response time targets specified in the guidelines below are during extended business hours as follows: 9:00 am – 10:00 pm Monday – Sunday, including holidays. The distance specified in the guidelines is distance from an Oracle Service Location. Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

	Response Time Targets							
Severity Level	3 Hours	4 Hours	6 Hours	8 Hours	12 Hours	16 Hours	24 Hours	Reasonable Efforts
Severity 1	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	N/A	Greater than 125 miles
Severity 2	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	Greater than 125 miles
Severity 3	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	Greater than 125 miles
Severity 4	N/A	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	Greater than 125 miles

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in

accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be readily available and the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications EAGLE Premier Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to
http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.

Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx

The following policy applies to Oracle Retail and Hospitality Hardware only:
Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above.

24 Hour Commitment to Severity 1 Service Requests: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100030	Spare: StorageTek LTO tape drive: 1 HP LTO5 full height SAS for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$7,690.00	29%	$5,459.90	29%	$5,459.90
7100031	Spare: StorageTek LTO tape drive: 1 HP LTO5 4 Gb FC for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$10,250.00	29%	$7,277.50	29%	$7,277.50
7100090	Sun Blade 6000 Virtualized 40 GbE Network Express Module	Network Adapters	$4,584.00	14%	$3,942.24	20%	$3,667.20
7100110	Spare: energy storage module	Spare parts	$252.00	29%	$178.92	29%	$178.92
7100235	Spare: HP LTO power cable	Spare parts	$60.00	29%	$42.60	29%	$42.60
7100262	1-phase high voltage 22 kVA PDU	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100265	1-phase high voltage 22 kVA PDU (for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100272	Spare: F20 flash accelerator	Spare parts	$7,818.00	29%	$5,550.78	29%	$5,550.78
7100283	Sun Blade PCIe-2 pass-through fabric expansion module (for factory installation)	Sun Blade Server Options	$219.00	15%	$186.15	18%	$179.58
7100311	Spare: Exadata X2-2 Apple service kit	Spare parts	$11,580.00	29%	$8,221.80	29%	$8,221.80
7100334	Spare: two 8 GB DDR3, 1333MHz low voltage registered DIMMs	Spare parts	$1,880.00	29%	$1,334.80	29%	$1,334.80
7100335	Spare: Intel ® Xeon ® E7-4820 8-core 2.00 GHz processor	Spare parts	$6,480.00	29%	$4,600.80	29%	$4,600.80
7100337	Spare: Intel ® Xeon ® E7-4860 10-core 2.26 GHz processor	Spare parts	$17,340.00	29%	$12,311.40	29%	$12,311.40
7100338	Spare: Intel ® Xeon ® E7-4870 10-core 2.40 GHz processor	Spare parts	$20,360.00	29%	$14,455.60	29%	$14,455.60
7100339	Spare: system board assembly	Spare parts	$6,600.00	29%	$4,686.00	29%	$4,686.00
7100340	Spare: memory riser card	Spare parts	$960.00	29%	$681.60	29%	$681.60
7100342	Spare: 22000 VA single phase low voltage PDU	Spare parts	$5,358.00	29%	$3,804.18	29%	$3,804.18
7100343	Spare: 22000 VA single phase high voltage PDU	Spare parts	$5,000.00	29%	$3,550.00	29%	$3,550.00
7100369	Spare: PSU DC power supply assembly	Spare parts	$4,050.00	29%	$2,875.50	29%	$2,875.50
7100402	Spare: FC assembly for HP LTO5 tape drive	Spare parts	$9,540.00	29%	$6,773.40	29%	$6,773.40
7100417	Sun Netra 6000 chassis DC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$15,251.00	15%	$12,963.35	18%	$12,505.82
7100418	Sun Netra 6000 chassis AC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$8,685.00	15%	$7,382.25	18%	$7,121.70
7100444	Spare: HP LTO5 fibre assembly	Spare parts	$9,410.00	29%	$6,681.10	29%	$6,681.10
7100480	Spare: 4 GB USB drive single-level cell unprogrammed	Spare parts	$260.00	29%	$184.60	29%	$184.60
7100485	Spare: virtualized 40 GbE network express module	Spare parts	$6,912.00	29%	$4,907.52	29%	$4,907.52
7100494	Spare: encryption belisarius for IBM LTO4 and IBM LTO5 tape drives	Spare parts	$920.00	29%	$653.20	29%	$653.20
7100497	Solid filler panel kit	Sun Racks	$103.00	15%	$87.55	18%	$84.46
7100570	Wago DC plug connectors, pack of 10	Netra SPARC T3-1 Server	$165.00	15%	$140.25	18%	$135.30
7100584	Spare: PCIe fabric expansion module	Spare parts	$678.00	29%	$481.38	29%	$481.38
7100591	Spare: chassis management module for Sun Netra 6000 M2 modular system	Spare parts	$1,520.00	29%	$1,079.20	29%	$1,079.20
7100633	Sun Blade PCIe-2 pass-through fabric expansion module	Sun Blade Server Options	$285.00	15%	$242.25	18%	$233.70
7100921	Spare: snap-in rail assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100922	Spare: bolt-on rail assembly	Spare parts	$890.00	29%	$631.90	29%	$631.90
7101048	Spare: meter riser FC, 50 micron, LC-LC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7101297	Spare: Infiniband gatoway switch for Oracle Exalogic Elastic Cloud X2-2	Spare parts	$29,370.00	29%	$20,852.70	29%	$20,852.70
7101647	Spare: power distribution board assembly	Spare parts	$642.00	29%	$455.82	29%	$455.82
7101664	Oracle Solaris and Oracle VM Server for SPARC preinstall (for factory installation)	SPARC T4 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
7102010	Spare: service processor assembly for SPARC T4-1 server	Spare parts	$654.00	29%	$464.34	29%	$464.34
7102011	Spare: logic board assembly for SPARC T4-1 server	Spare parts	$21,282.00	29%	$15,110.22	29%	$15,110.22
7102044	Spare: drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,452.00	29%	$1,030.92	29%	$1,030.92
7102046	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket	Spare parts	$2,850.00	29%	$2,023.50	29%	$2,023.50
7102056	Spare: enclosure services for 1 drive tray with EMI gasket	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7102058	Spare: fan	Spare parts	$1,026.00	29%	$728.46	29%	$728.46
7102066	Spare: 13th drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,704.00	29%	$1,209.84	29%	$1,209.84
7102069	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket for hot spare position	Spare parts	$3,036.00	29%	$2,155.56	29%	$2,155.56
7102078	Spare: battery	Spare parts	$852.00	29%	$604.92	29%	$604.92
7102109	Spare: I/O unit with K2 RAID	Spare parts	$6,294.00	29%	$4,468.74	29%	$4,468.74
7102110	Spare: cable assembly, 2 meters, 18 awg, C14 plug, SJT wire, 110 V	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102113	Spare: cable assembly, 22 inches, DB9, female-female	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102117	Spare: cable assembly, 0.5 meter, FC, HSSDC2/HSSDC2	Spare parts	$120.00	29%	$85.20	29%	$85.20
7102120	Spare: GbE 4-port network interface module for copper cable	Spare parts	$3,294.00	29%	$2,338.74	29%	$2,338.74
7102121	Spare: cable assembly, 2 meters, FC, HSSDC2/HSSDC2	Spare parts	$144.00	29%	$102.24	29%	$102.24
7102122	Spare: GbE 4-port network interface module for optical cable	Spare parts	$4,314.00	29%	$3,062.94	29%	$3,062.94
7102124	Spare: network interface module with 4 GB SAN adapter	Spare parts	$4,350.00	29%	$3,088.50	29%	$3,088.50
7102128	Spare: private interconnect module for Emulex SOC422	Spare parts	$8,874.00	29%	$6,300.54	29%	$6,300.54
7102133	Spare: PSU with cooling for drive trays	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
7102134	Spare: network cable, 0.5 meter, cat 5E, blue	Spare parts	$42.00	29%	$29.82	29%	$29.82
7102135	Spare: optical SFP multi-mode transceiver	Spare parts	$180.00	29%	$127.80	29%	$127.80
7102136	Spare: optical cable, 2 meters, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7102137	Spare: optical cable, 0.5 meter, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$96.00	29%	$68.16	29%	$68.16
7102138	Spare: optical cable, 1 meter, duplex single-mode, 50/125 core, SC/LC	Spare parts	$126.00	29%	$89.46	29%	$89.46
7102141	Spare: SFP module, multi-mode optical, 1 and 2 GB/sec, SAN	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102355	Spare: module bezel slammer	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7102356	Spare: 4U rack rail kit	Spare parts	$348.00	29%	$247.08	29%	$247.08
7102357	Spare: 2U rack rail kit	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102358	Spare: Rack Rail Kit, 2U Pilot	Spare parts	$516.00	29%	$366.36	29%	$366.36
7102359	Spare: module bezel 2U chassis	Spare parts	$666.00	29%	$472.86	29%	$472.86

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102360	Spare: iSCI HBA	Spare parts	$5,688.00	29%	$4,038.48	29%	$4,038.48
7102361	Spare: module bezel with automatic storage management and brick with EMI	Spare parts	$672.00	29%	$477.12	29%	$477.12
7102362	Spare: generic flyover module network interface module and iSCSI base	Spare parts	$3,846.00	29%	$2,730.66	29%	$2,730.66
7102363	Spare: module 1U pilot server with brackets	Spare parts	$6,270.00	29%	$4,451.70	29%	$4,451.70
7102364	Spare: generic PCIx PCIe flyover module network interface module and blank base	Spare parts	$4,086.00	29%	$2,901.06	29%	$2,901.06
7102365	Spare: enhanced 1U pilot server module with brackets	Spare parts	$7,560.00	29%	$5,367.60	29%	$5,367.60
7102366	Spare: 10 Gb PCIe HBA dual port	Spare parts	$4,206.00	29%	$2,986.26	29%	$2,986.26
7102369	Spare: cable kit, PC to Brick, 3.5 millimeters stereo mini-Jack-M/DB9-F/USB	Spare parts	$276.00	29%	$195.96	29%	$195.96
7102370	Spare: PBF optical SFP+ short range transceiver, 10 G ethernet	Spare parts	$1,548.00	29%	$1,099.08	29%	$1,099.08
7102371	Spare: PBR optical SFP+ short range transceiver, 8 G FC	Spare parts	$1,410.00	29%	$1,001.10	29%	$1,001.10
7102692	Spare: air filter	Spare parts	$300.00	29%	$213.00	29%	$213.00
7102693	Spare: DC Wago assembly kit	Spare parts	$144.00	29%	$102.24	29%	$102.24
12002105	Localized Power Cord Kit North American/Asian,RoHS-6 compliant	Other Server X-Options	$10.00	14%	$8.60	20%	$8.00
#10083243-Z-N	Spare: CORDSET,2,3,JAPAN,F/IEC320	Spare parts	$78.00	29%	$55.38	29%	$55.38
#10148031-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10148031-Z-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10187005-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$109.00	29%	$77.39	29%	$77.39
#10187005-Z-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$117.00	29%	$83.07	29%	$83.07
#10187012-Z-N	Spare: SCSI,UNIVSL,68MD-68VHDCI,5M	Spare parts	$306.00	29%	$217.26	29%	$217.26
#10187015-N	Spare: CAB ASSY,LVD,68MD-VHDCI,3M	Spare parts	$240.00	29%	$170.40	29%	$170.40
#10187016-N	Spare: CAB ASSY,LVD,68MD-VHDCI,5M	Spare parts	$254.00	29%	$180.34	29%	$180.34
#10187075-Z-N	Spare: TERMINATOR,SCSI3,68POS,DIFF	Spare parts	$84.00	29%	$59.64	29%	$59.64
#10421356-N	Spare: ELECTRIC LATCH, 12VDC, 450mA.	Spare parts	$596.00	29%	$423.16	29%	$423.16
#10501902-N	Spare: CMRA,VSN,12VDC,F2.0,4X,10T/100	Spare parts	$1,513.00	29%	$1,074.23	29%	$1,074.23
#10800160-N	Spare: LC DUPLEX COUPLING RECEPTACLES	Spare parts	$34.00	29%	$24.14	29%	$24.14
#10800316-Z-N	Spare: LC TO LC DPLX,0.5M,50/125,RSR	Spare parts	$57.00	29%	$40.47	29%	$40.47
#10800340-Z-N	Spare: LC-LC,DPLX,3M,50/125,RSR	Spare parts	$95.00	29%	$67.45	29%	$67.45
#10800614-N	Spare: 24 PORT ETHERNET SL3000	Spare parts	$641.00	29%	$455.11	29%	$455.11
#135-1204	Spare: Sun 10Gb QSFP Transcvr	Spare parts	$2,035.00	29%	$1,444.85	29%	$1,444.85
#135-1205	Spare: XCVR,10GBE/1GBE SFP+	Spare parts	$1,595.00	29%	$1,132.45	29%	$1,132.45
#150-1204-N	Spare: BATTERY 3V LITHIUM COI	Spare parts	$156.00	29%	$110.76	29%	$110.76
#180-1097-N	Spare: AC POWER CORD 115V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1662	Spare: power cord, Korea, 2.5 meters, KSC 8305 plug, IEC 320 C13 connector, 15 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1997	Spare: power cord, United Kingdom, 2.5 meters, BS 1363 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2004	Spare: international AC power cord	Spare parts	$30.00	29%	$21.30	29%	$21.30
#180-2005-N	Spare: DOM AC POWER CORD 4M	Spare parts	$140.00	29%	$99.40	29%	$99.40
#180-2082-N	Spare: POWER CORD STK 6540	Spare parts	$45.00	29%	$31.95	29%	$31.95
#180-2085	Spare: jumper cable, 2.5 meters, right angle plug, IEC-320-C13 connector, 13 A	Spare parts	$100.00	29%	$71.00	29%	$71.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#180-2130	Spare: power cord, Israel, 2.5 meters, SI-32 plug, IEC60320-C13 connector, 10 A, 250 V	Spare parts	$50.00	29%	$35.50	29%	$35.50
#180-2164-N	Spare: IEC 320 C13 to NEMA 6-15P, 10 A, 250V, 2 meters, black	Spare parts	$43.00	29%	$30.53	29%	$30.53
#180-2243	Spare: power cord, Japan, 2.5 meters, PSE 6-15 plug, IEC-320-C13 connector, 15 A, 125 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2244	Spare: power cord, Japan, 2.5 meters, PSE 6-15P plug, C13 connector, 15 A	Spare parts	$48.00	29%	$34.08	29%	$34.08
#180-2298	Spare: power cord, South Africa, 2.5 meters, SANS164-1 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2379-N	Spare: jumper cable, 1 meter, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$35.00	29%	$24.85	29%	$24.85
#180-2380-N	Spare: jumper cable, 2 meters, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$40.00	29%	$28.40	29%	$28.40
#180-2443	Spare: rack jumper cable, straight plug connector, 3 meters, 16 A	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2449	Spare: power cord, India, 2.5 meters, IS 1293 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$60.00	29%	$42.60	29%	$42.60
#260800537-Z-N	Spare: FC,2,13GBD,LC,850NM,MM,OPTOXCV	Spare parts	$221.00	29%	$156.91	29%	$156.91
#300-2186-N	Spare: 660W DC D218 POWER SUP	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#300-2299	Spare: 760 W PSU	Spare parts	$726.00	29%	$515.46	29%	$515.46
#300-2304	Spare: 1200 W AC PSU, 12 V	Spare parts	$1,020.00	29%	$724.20	29%	$724.20
#300-2305	Spare: 1200 W DC PSU, 12 V	Spare parts	$2,780.00	29%	$1,973.80	29%	$1,973.80
#310-0228	Spare: HEATSINK, X4470	Spare parts	$336.00	29%	$238.56	29%	$238.56
#313818304	Spare: printed wire assembly HBX board	Spare parts	$678.00	29%	$481.38	29%	$481.38
#313819303	Spare: printed wire assembly HBY board	Spare parts	$1,104.00	29%	$783.84	29%	$783.84
#313830204	Spare: printed wire assembly HBO board	Spare parts	$288.00	29%	$204.48	29%	$204.48
#313838304	Spare: printed wire assembly HBLW board	Spare parts	$206.00	29%	$146.26	29%	$146.26
#313839304	Spare: printed wire assembly HBLY board	Spare parts	$180.00	29%	$127.80	29%	$127.80
#313907409	Spare:printed wiring assembly, RLE	Spare parts	$710.00	29%	$504.10	29%	$504.10
#313909511	Spare: printed wiring assembly, RLM	Spare parts	$1,690.00	29%	$1,199.90	29%	$1,199.90
#313935502	Spare: BEZEL,HP LTO/LTO2	Spare parts	$32.00	29%	$22.72	29%	$22.72
#313958206	Spare: printed wire assembly HBF board	Spare parts	$540.00	29%	$383.40	29%	$383.40
#313980501	Spare: radius control assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#313994503	Spare: load plate	Spare parts	$90.00	29%	$63.90	29%	$63.90
#313998701	Spare: vacancy plate drive array	Spare parts	$60.00	29%	$42.60	29%	$42.60
#3143458-Z-N	Spare: T10A Power Supply, SL8500	Spare parts	$440.00	29%	$312.40	29%	$312.40
#314346801-N	Spare: 1200W DC PWR SUP SL3000	Spare parts	$1,188.00	29%	$843.48	29%	$843.48
#3144571-Z-N	Spare: BEZEL, UPPER, 9310/L5500, T10000	Spare parts	$32.00	29%	$22.72	29%	$22.72
#3145064-N	Spare: PWA, PUM	Spare parts	$5,629.00	29%	$3,996.59	29%	$3,996.59
#314526-N	Spare: PWA,RLB2	Spare parts	$94.00	29%	$66.74	29%	$66.74
#314821805	Spare: label multimedia kit	Spare parts	$1,123.00	29%	$797.33	29%	$797.33
#3148559-Z-N	Spare: MAGAZINE ASSEMBLY,SL500,LTO	Spare parts	$155.00	29%	$110.05	29%	$110.05
#3154489-Z-N	Spare: POWER SUPPLY	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#315464001-N	Spare: CABLE ASSY,TTI,T10000,4GB,SL85	Spare parts	$63.00	29%	$44.73	29%	$44.73
#350-1519-N	Spare: SERIAL CABLE SET(3)	Spare parts	$324.00	29%	$230.04	29%	$230.04
#350-1546	Spare: Exadata V2 cable management arm	Spare parts	$137.00	29%	$97.27	29%	$97.27
#350-1694	Spare: cable management arm	Spare parts	$1,263.00	29%	$896.73	29%	$896.73

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#351-0011	Spare: system fan assembly for Netra SPARC T3-1 server	Spare parts	$320.00	29%	$227.20	29%	$227.20
#351-0012	Spare: hard drive fan assembly for Netra SPARC T3-1 server	Spare parts	$200.00	29%	$142.00	29%	$142.00
#370-4743-N	Spare: BATTERY ASSY SE 9960	Spare parts	$1,018.00	29%	$722.78	29%	$722.78
#370-6799-N	Spare: BATTERY MODULE SSE 3510	Spare parts	$2,149.00	29%	$1,525.79	29%	$1,525.79
#371-0239-N	Spare: PRINT CIRCUIT BRD 9985	Spare parts	$2,630.00	29%	$1,867.30	29%	$1,867.30
#371-0322-N	Spare: FIBRE SFP TRNSCVR SHT WL	Spare parts	$504.00	29%	$357.84	29%	$357.84
#371-1247-N	Spare: PRINTED CIRCUIT BRD ALPA	Spare parts	$250.00	29%	$177.50	29%	$177.50
#371-1446-N	Spare: REAR FAN CNTRLR ASSY	Spare parts	$324.00	29%	$230.04	29%	$230.04
#371-1448-N	Spare: FRONT IND MOD (FIM)	Spare parts	$610.00	29%	$433.10	29%	$433.10
#371-1451-N	Spare: 10-PORT, GbE, NEM SB6000	Spare parts	$1,187.00	29%	$842.77	29%	$842.77
#371-2210-N	Spare: BATTERY U20 M2, T5120	Spare parts	$54.00	29%	$38.34	29%	$38.34
#371-2216-N	Spare: SPARC64 VI 2-core 2.4 GHz processor	Spare parts	$9,624.00	29%	$6,833.04	29%	$6,833.04
#371-2482-N	Spare: 1 lithium-ion battery module, 2.5 V	Spare parts	$796.00	29%	$565.16	29%	$565.16
#371-2701-N	Spare: PWR DIST BRD FAN N T5220	Spare parts	$248.00	29%	$176.08	29%	$176.08
#371-2740-N	Spare: snap-in slide rail rackmount kit, 730 millimeters	Spare parts	$252.00	29%	$178.92	29%	$178.92
#371-2742-N	Spare: cable management arm	Spare parts	$90.00	29%	$63.90	29%	$63.90
#371-3038-N	Spare: SVP SUN STK 9990V 9985V	Spare parts	$9,950.00	29%	$7,064.50	29%	$7,064.50
#371-3043-N	Spare: 12V NIC BATTERY 9990V	Spare parts	$4,300.00	29%	$3,053.00	29%	$3,053.00
#371-3064-N	Spare: DISK ADAPTER 9985V	Spare parts	$24,600.00	29%	$17,466.00	29%	$17,466.00
#371-3074-N	Spare: 512GB MEMORY DIMM 9985V	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
#371-3075-N	Spare: PCB SHARED MEMORY 9985V	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
#371-3077-N	Spare: FC 8 PORT ADAPTER 9990V	Spare parts	$18,885.00	29%	$13,415.45	29%	$13,415.45
#371-3083-N	Spare: FIBRE SFP TRANSCEIVER	Spare parts	$761.00	29%	$540.31	29%	$540.31
#371-3253-N	Spare: LI ION BATTERY X4150	Spare parts	$995.00	29%	$706.45	29%	$706.45
#371-3638	Spare: Disk drive 300GB/15kmi	Spare parts	$4,157.00	29%	$2,951.47	29%	$2,951.47
#371-3783-N	Spare: PRINTED CIRCUIT BOARD 9985V	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
#371-3789-N	Spare: FAN ASSY W/THERMAL DE 9985V	Spare parts	$1,484.00	29%	$1,053.64	29%	$1,053.64
#371-3790-N	Spare: FAN ASSEMBLY BOX 9985V	Spare parts	$4,818.00	29%	$3,420.78	29%	$3,420.78
#371-4201-N	Spare: 15KVA PDU	Spare parts	$4,227.00	29%	$3,001.17	29%	$3,001.17
#371-4203-N	Spare: CACHE MEMORY MODULE (1.	Spare parts	$20,885.00	29%	$14,828.35	29%	$14,828.35
#371-4295	Spare: 8 Gb/sec Single Fibre Channel PCIe HBA	Spare parts	$1,908.00	29%	$1,354.68	29%	$1,354.68
#371-4306	Spare: ASSY TOP, PCA,2P,FC,PCIE H	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#371-4324-N	Spare: PCI Express Single FC	Spare parts	$2,354.00	29%	$1,671.34	29%	$1,671.34
#371-4325-N	Spare: PCIe HOST BUS	Spare parts	$3,012.00	29%	$2,138.52	29%	$2,138.52
#371-4472-N	Spare: SVP HI RELIABILITY 9990V	Spare parts	$10,140.00	29%	$7,199.40	29%	$7,199.40
#371-4473-N	Spare: ENCRYPT DISK ADAPTER 9985V	Spare parts	$25,200.00	29%	$17,892.00	29%	$17,892.00
#371-4492	Spare: Disk drive 146 Gb/15kmi	Spare parts	$3,715.00	29%	$2,637.65	29%	$2,637.65
#371-4522	Spare: 8 Gb PCI express dual fibre channel module Qlogic	Spare parts	$4,650.00	29%	$3,301.50	29%	$3,301.50
#371-4666	Spare: 8 Gb PCI express dual fibre channel module Emulo	Spare parts	$4,700.00	29%	$3,337.00	29%	$3,337.00
#371-4676	Spare: SS6180 BTRY BACKUP UN	Spare parts	$1,620.00	29%	$1,150.20	29%	$1,150.20
#371-4791	Spare: slide rail rack kit	Spare parts	$765.00	29%	$543.15	29%	$543.15
#371-4812	Spare: SLIDE_RAIL,CMA,G3	Spare parts	$317.00	29%	$225.07	29%	$225.07

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#371-4919	Spare: screw-mount slide rail kit	Spare parts	$282.00	29%	$200.22	29%	$200.22
#371-4938	Spare: power distribution board assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#371-4939	Spare: signal interface board	Spare parts	$800.00	29%	$568.00	29%	$568.00
#371-4941	Spare: SAS disk backplane	Spare parts	$440.00	29%	$312.40	29%	$312.40
#371-4942	Spare: PCIe mezzanine board	Spare parts	$858.00	29%	$609.18	29%	$609.18
#371-4976	Spare: 3-phase 15000 VA PDU, International	Spare parts	$4,446.00	29%	$3,156.66	29%	$3,156.66
#371-4977	Spare: 3-phase high voltage 24,000 VA PDU	Spare parts	$5,724.00	29%	$4,064.04	29%	$4,064.04
#371-4978	Spare: 3-phase high voltage 37,000 VA PDU	Spare parts	$7,314.00	29%	$5,192.94	29%	$5,192.94
#371-4982	Spare: 6 Gb SAS RAID PCI battery module	Spare parts	$460.00	29%	$326.60	29%	$326.60
#373-0339	Spare: BROCADE 4GB SW SFP	Spare parts	$330.00	29%	$234.30	29%	$234.30
#373-0341	Spare: BROCADE 4GB LW 10KM SF	Spare parts	$3,743.00	29%	$2,657.53	29%	$2,657.53
#373-0516	Spare: base with 2 PSUs for Brocade 7800 Extension Switch	Spare parts	$28,170.00	29%	$20,000.70	29%	$20,000.70
#375-3609	Spare: 8-port 6 Gb/sec SAS-2 RAID HBA	Spare parts	$1,170.00	29%	$830.70	29%	$830.70
#375-3616	Spare: Sun Dual 10GbE SFP+ PCIe2.0 ExpressModule	Spare parts	$2,675.00	29%	$1,899.25	29%	$1,899.25
#375-3617	Spare: dual 10 GbE SFP+ low profile	Spare parts	$2,340.00	29%	$1,661.40	29%	$1,661.40
#375-3640	Spare: PCIe 8PORT SAS2.0 INT	Spare parts	$714.00	29%	$506.94	29%	$506.94
#375-3641	Spare: 6 Gb SAS PCIe HBA, External	Spare parts	$775.00	29%	$550.25	29%	$550.25
#375-3643	Spare: RAID expansion module	Spare parts	$636.00	29%	$451.56	29%	$451.56
#375-3648	Spare: dual port 10 GbE fabric expansion module	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#375-3681	Spare: 10 GbE FCoE Converged Network Adapter CRD, dual port and SR optics	Spare parts	$4,575.00	29%	$3,248.25	29%	$3,248.25
#375-3682	Spare: Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic	Spare parts	$3,175.00	29%	$2,254.25	29%	$2,254.25
#375-3684	Spare:Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic CNA-SR	Spare parts	$5,025.00	29%	$3,567.75	29%	$3,567.75
#375-3685	Spare: 10 GbE FCoE ExpressModule Converged Network Adapter, dual port and twinax	Spare parts	$3,550.00	29%	$2,520.50	29%	$2,520.50
#375-3696	Spare: Sun InfiniBand QDR Host Channel Adapter PCIe: low profile	Spare parts	$4,160.00	29%	$2,953.60	29%	$2,953.60
#375-3697	Spare: SB QDR IB-HCA PCI-e EM(PTO)	Spare parts	$4,190.00	29%	$2,974.90	29%	$2,974.90
#375-3701	Spare: 8-port 6 Gb/sec SAS PCIe RAID HBA	Spare parts	$1,530.00	29%	$1,086.30	29%	$1,086.30
#380-1612	Spare: LTO4 HH SCSI INTERN DR	Spare parts	$4,464.00	29%	$3,169.44	29%	$3,169.44
#410273303	Spare: photoelectrics detector	Spare parts	$220.00	29%	$156.20	29%	$156.20
#410273704	Spare: base assembly detector	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419603601	Spare: cable assembly	Spare parts	$186.00	29%	$132.06	29%	$132.06
#419604501	Spare: PDU cable assembly	Spare parts	$276.00	29%	$195.96	29%	$195.96
#419605001	Spare: fan tray	Spare parts	$350.00	29%	$248.50	29%	$248.50
#419606401	Spare: rail cable assembly	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419608001	Spare: power supply cable assembly	Spare parts	$228.00	29%	$161.88	29%	$161.88
#419616301	Spare: jumper cable assembly	Spare parts	$40.00	29%	$28.40	29%	$28.40
#419621501	Spare: front door cable assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419626401	Spare: HBF jumper cable assembly	Spare parts	$190.00	29%	$134.90	29%	$134.90
#419629201	Spare: door stop keeper	Spare parts	$50.00	29%	$35.50	29%	$35.50
#419630101	Spare: bracket switch	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419632601	Spare: upper right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419632701	Spare: upper left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#419633201	Spare: lower left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633301	Spare: lower right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633601	Spare: right door stop assembly	Spare parts	$230.00	29%	$163.30	29%	$163.30
#419634001	Spare: cable assembly	Spare parts	$550.00	29%	$390.50	29%	$390.50
#419634101	Spare: drive cable	Spare parts	$570.00	29%	$404.70	29%	$404.70
#419634301	Spare: HBZ cable assembly	Spare parts	$280.00	29%	$198.80	29%	$198.80
#4196417-Z-N	Spare: PDU ASSY,AC,1PH	Spare parts	$6,486.00	29%	$4,605.06	29%	$4,605.06
#4196426-Z-N	Spare: ROBOT ASSY	Spare parts	$17,284.00	29%	$12,271.64	29%	$12,271.64
#4196583-Z-N	Spare: BLOCK,BOTTOM CAP	Spare parts	$450.00	29%	$319.50	29%	$319.50
#419801101	Spare: HBS tray assembly	Spare parts	$680.00	29%	$482.80	29%	$482.80
#419802401	Spare: keypad assembly	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
#419802701	Spare: electronics module assembly	Spare parts	$11,170.00	29%	$7,930.70	29%	$7,930.70
#419803704	HBZ module assembly	Spare parts	$3,020.00	29%	$2,144.20	29%	$2,144.20
#4198138-N	Spare: Cable Assy, AC 110V/20A, US	Spare parts	$462.00	29%	$328.02	29%	$328.02
#419887401	Spare: rail terminator assembly	Spare parts	$400.00	29%	$284.00	29%	$284.00
#419894002	Spare: rack alignment tool	Spare parts	$13,296.00	29%	$9,440.16	29%	$9,440.16
#4199000-N	Spare: COVER,SIDE,BASE/DEM,REAR	Spare parts	$1,542.00	29%	$1,094.82	29%	$1,094.82
#4199001-N	Spare: COVER,SIDE	Spare parts	$2,677.00	29%	$1,900.67	29%	$1,900.67
#419942201	Spare: printed wire assembly HBC board	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#4199502-N	Spare: PWA, HBCR	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
#419951602	Spare: ethernet switch assembly	Spare parts	$4,900.00	29%	$3,479.00	29%	$3,479.00
#4199567-Z-N	Spare: CONTROLLER PWA EML 459861-001	Spare parts	$2,670.00	29%	$1,895.70	29%	$1,895.70
#511-1435	Spare: 8 slot disk backplane	Spare parts	$636.00	29%	$451.56	29%	$451.56
#511-1496	Spare: cluster heartbeat card	Spare parts	$660.00	29%	$468.60	29%	$468.60
#511-1525	Spare: 10 GB ethernet module	Spare parts	$1,296.00	29%	$920.16	29%	$920.16
#511-1548	Spare:8-SLOT HDD BACKPLANE, 1U	Spare parts	$749.00	29%	$531.79	29%	$531.79
#525-2146-N	Spare: SSCC NVRAM	Spare parts	$191.00	29%	$135.61	29%	$135.61
#530-3624	Spare: cable, SCSI-3/VHDCI, 68 pin	Spare parts	$159.00	29%	$112.89	29%	$112.89
#530-3627-N	Spare: external SCSI cable HD68 to VHDC, 10 meters	Spare parts	$323.00	29%	$229.33	29%	$229.33
#530-3629-N	Spare: ULTRA3 SCSI CABLE .8M	Spare parts	$95.00	29%	$67.45	29%	$67.45
#530-3630-N	Spare: 2 METER SCSI VHDCI CABLE	Spare parts	$202.00	29%	$143.42	29%	$143.42
#530-3632	Spare: SCSI cable, VHDCI/VHDCI, 68 pin	Spare parts	$370.00	29%	$262.70	29%	$262.70
#530-3882	Spare: 4X mini SAS cable, 1 meter, shielded	Spare parts	$220.00	29%	$156.20	29%	$156.20
#530-3883	Spare: 4X Mini SAS cable, 2 meters, shielded	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-3884	Spare: 3M,4X MINI SAS CBL,SHL	Spare parts	$342.00	29%	$242.82	29%	$242.82
#530-3888	Spare: disk drive power cable	Spare parts	$90.00	29%	$63.90	29%	$63.90
#530-3936-N	Spare: CBL,36P-DB15,USBX2,RJ45,SE	Spare parts	$284.00	29%	$201.64	29%	$201.64
#530-4349	Spare: FLEX_CIRCUIT CBL, X4470	Spare parts	$231.00	29%	$164.01	29%	$164.01
#530-4432-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4433-N	Spare: Ethernet Cable Exadata V2	Spare parts	$60.00	29%	$42.60	29%	$42.60
#530-4434-N	Spare: Ethernet Cable	Spare parts	$36.00	29%	$25.56	29%	$25.56
#530-4435-N	Spare: Ethernet Cable Exadata V2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4436-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4437-N	Spare: ETHERNET CABLE EXADATAV2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4438-N	Spare: RJ45 to RJ45 Cabel EXADATA V2	Spare parts	$39.00	29%	$27.69	29%	$27.69

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#530-4441	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$274.00	29%	$194.54	29%	$194.54
#530-4442	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-4443	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$463.00	29%	$328.73	29%	$328.73
#530-4444	Spare: Sun 10Gbps QSFP to QSFP Cbl 1m	Spare parts	$275.00	29%	$195.25	29%	$195.25
#530-4445	Spare: Sun 10Gbps QSFP to QSFP Cbl 3m	Spare parts	$325.00	29%	$230.75	29%	$230.75
#530-4446	Spare: Sun 10Gbps QSFP to QSFP Cbl 5m	Spare parts	$450.00	29%	$319.50	29%	$319.50
#530-4449	Spare: XCVR, 850NM, 1/10GBPS DUA	Spare parts	$995.00	29%	$706.45	29%	$706.45
#530-4450	Spare: Sun 10Gbps QSFPtoSFP+ Cble 1m	Spare parts	$775.00	29%	$550.25	29%	$550.25
#530-4451	Spare: Sun 10Gbps QSFPtoSFP+ Cble 3m	Spare parts	$1,090.00	29%	$773.90	29%	$773.90
#530-4452	Spare: Sun 10Gbps QSFPtoSFP+ Cble 5m	Spare parts	$1,450.00	29%	$1,029.50	29%	$1,029.50
#530-4480	Spare: OPT SPLTR,10M,QSFP,10GBPS	Spare parts	$1,174.00	29%	$833.54	29%	$833.54
#530-4481	Spare: OPT SPLTR,20M,QSFP,10GBPS	Spare parts	$1,409.00	29%	$1,000.39	29%	$1,000.39
#530-4482	Spare: OPT SPLTR,50M,QSFP,10GBPS	Spare parts	$2,115.00	29%	$1,501.65	29%	$1,501.65
#530-4502	Spare: blue ethernet cable, 10 feet	Spare parts	$70.00	29%	$49.70	29%	$49.70
#530-4526	Spare: green ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#530-4527	Spare: yellow ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#537-1081-N	Spare: FC optical cable LC/LC, 2 meters	Spare parts	$131.00	29%	$93.01	29%	$93.01
#537-1082-N	Spare: FC optical cable LC/LC, 5 meters	Spare parts	$149.00	29%	$105.79	29%	$105.79
#537-1083-N	Spare: FC optical cable LC/LC, 15 meters	Spare parts	$187.00	29%	$132.77	29%	$132.77
#537-1084-N	Spare: FC OPTCL CBL, LC/LC, 25M	Spare parts	$192.00	29%	$136.32	29%	$136.32
#537-1085-N	Spare: FC optical cable LC/LC, 50 meters	Spare parts	$300.00	29%	$213.00	29%	$213.00
#541-3490	Spare: disk backplane connector	Spare parts	$850.00	29%	$603.50	29%	$603.50
#541-3495-N	Spare: Sun Datacenter InfiniBand 36 port switch	Spare parts	$30,790.00	29%	$21,860.90	29%	$21,860.90
#541-3539	Spare: FAN_MODULE, X4470	Spare parts	$280.00	29%	$198.80	29%	$198.80
#541-4084	Spare: riser assembly	Spare parts	$486.00	29%	$345.06	29%	$345.06
#541-4085	Spare: express riser assembly	Spare parts	$420.00	29%	$298.20	29%	$298.20
#541-4124	Spare: fan board assembly	Spare parts	$618.00	29%	$438.78	29%	$438.78
#541-4222	Spare: fan assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#541-4223	Spare: power distribution assembly	Spare parts	$780.00	29%	$553.80	29%	$553.80
#541-4303	Spare: 24 slot disk backplane	Spare parts	$1,386.00	29%	$984.06	29%	$984.06
#542-0287	Spare: 600GB10K,SAS2,SFF,MAR L	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
#542-0382	Spare: PCIe riser card	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#542-0388	Spare: 300 GB 10000 rpm SAS HDD	Spare parts	$1,071.00	29%	$760.41	29%	$760.41
#542-0391	Spare: DVD tray assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70
#542-0422	Spare: 300 GB 10000 rpm 3.7 millisecond SAS HDD	Spare parts	$890.00	29%	$631.90	29%	$631.90
#542-0423	Spare: 600 GB 10000 rpm SAS HDD	Spare parts	$1,600.00	29%	$1,136.00	29%	$1,136.00
#560-2937-N	Spare: CABLE KIT EXADATA V2	Spare parts	$252.00	29%	$178.92	29%	$178.92
#560-2951	Spare: CABLE KIT, X4450	Spare parts	$375.00	29%	$266.25	29%	$266.25
#560-2959	Spare: cable kit	Spare parts	$306.00	29%	$217.26	29%	$217.26
#560-2963	Spare: cable kit	Spare parts	$250.00	29%	$177.50	29%	$177.50
1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers, ROHS-5, ATO option	Network Adaptors	$1,580.00	14%	$1,358.80	20%	$1,264.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO-option	Network Adapters	$1,628.00	14%	$1,400.08	20%	$1,302.40
2123A	Sun SFP+ to 1000 Base-T adapter (for factory installation)	Network Transceivers	$448.00	14%	$385.28	20%	$358.40
2124A	QSFP parallel fiber optics short wave transceiver (for factory installation)	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
2129A	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate (for factory installation)	Network Transceivers	$840.00	14%	$722.40	20%	$672.00
2352A	2 memory DIMM slot filler (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
2364A	Cable management arm (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
2365A	Tool-less rackmount rail kit (for factory installation)	Other Server Configured Options	$146.00	6%	$137.24	6%	$137.24
333A-25-10-AR	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 co	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-AU	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-BR	Power cord: Brazil, 2.5 meters, NBR14136 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-CH	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-CN	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-DK	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-EURO	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-IL	Power cord: Israel, 2.5 meters, SI-32 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-IN	Power cord: India, 2.5 meters, IS1293 plug, C13 connector 10 A (for factory installation)	Power Cords	$30.00	14%	$25.80	20%	$24.00
333A-25-10-IT	Power cord: Italy, 2.5 meters, CEI23 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-KR	Power cord: Korea, 2.5 meters, KSC8305 plug, C13 connector, 10 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
333A-25-10-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-UK	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A (for factory installation)	Power Cords	$19.00	14%	$16.34	20%	$15.20
333A-25-10-ZA	Power cord: South Africa, 2.5 meters, SANS164 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-JP	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333A-25-15-NEMA	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333F-20-10-NEMA	Power cord: North America and Asia, 2 meters, 6-15P plug C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333F-25-15-JP	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333G-25-10-TW	Power cord 250V: Taiwan, 2.5 meter, NEMA6-20 plug, IEC60320-C13 connector, 10A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
333J-40-15-NEMA	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A (for factory installation)	Power Cords	$50.00	14%	$43.00	20%	$40.00
333R-40-10-309	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A (for factory installation)	Power Cords	$75.00	14%	$64.50	20%	$60.00
333V-20-15-C14	Power cord: Sun Rack jumper, straight, 2 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333V-30-15-C14	Power cord: Sun Rack jumper, straight, 3 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333W-10-13-C14RA	Power cord: Sun Rack jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$45.00	14%	$38.70	20%	$36.00
333W-25-13-C14RA	Power cord: Sun Rack jumper, 2.5 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$49.00	14%	$42.14	20%	$39.20
334J-40-20-NEMA	Power cord, North America/Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A, 250 VAC rated	Power Cords	$45.00	14%	$38.70	20%	$36.00
334R-40-16-309	Power cord, International, 4 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$45.00	14%	$38.70	20%	$36.00
334T-40-16-309	Power cord, International, 4 meters, IEC309-IP67 watertight plug, IEC60320-C19 connector, 20 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
4061A	19-inch 4-post slide mount kit with adjustable slide rails (for factory installation)	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4460A-N	Sun Blade Server Module slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4462A-N	PCIe ExpressModule slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4623A	Dongle Cable II with RJ45 serial, video connector and RJ45-to-DB9 adaptor (for factory installation)	Sun Blade Server Options	$45.00	15%	$38.25	18%	$36.90
4871A-Z-N	Sun Dual 10GbE Fabric Expansion Module (FEM) for Sun blade server module. The FEM uses Intel 82599 controller. Connects Sun server Modules to 10 GbE Network Express Module (NEM). RoHS-5, ATO-option.	Network Adapters	$720.00	14%	$619.20	20%	$576.00
5394A	PCIe filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver (for factory installation)	Network Transceivers	$1,840.00	14%	$1,582.40	20%	$1,472.00
5879A-N	Memory filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5894A-N	Solaris 10 pre-installation for Sun Fire X4170, X4270 and X4275 servers. For Factory Integration Only.	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5897A-N	3.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
6000A-N	Sun Crypto Accelerator 6000 PCIe Card	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
6331A-N	2.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7901A-4	19-inch 2-post rackmount kit (for factory installation)	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
7904A-4	600 by 600 millimeters rackmount kit (for factory installation)	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
8099A-4	19-inch 4-post slide mount kit (for factory installation)	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
8224A-N	SAS cable kit (for factory installation)	Netra SPARC Server Options	$45.00	15%	$38.25	18%	$36.90
8371A	DVD bay filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
8392A	Oracle OVM pre-installation (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B61301	Oracle Standard System Installation Service, Without Site Audit: Servers - Group I	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61304	Oracle Standard System Installation Service, Site Audit: Servers - Group II	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B61307	Oracle Standard System Installation Service, Site Audit: Servers - Group III	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61310	Oracle Standard System Installation Service, Site Audit: Servers - Group IV	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B61313	Oracle Standard System Installation Service, Site Audit: Servers - Group V	Enterprise Installation Services	$12,600.00	0%	$12,600.00	0%	$12,600.00
B61470	Oracle Standard System Installation Service, Site Audit: Servers - Group VI	Enterprise Installation Services	$21,000.00	0%	$21,000.00	0%	$21,000.00
B61473	Oracle Standard System Installation Service, Basic: Storage Disk - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61476	De-Installation Service, Servers - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61477	De-Installation Service, Servers - Group II	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B61478	De-Installation Service, Servers - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61479	De-Installation Service, Servers - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61480	De-Installation Service, Servers - Group V	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B61481	De-Installation Service Fee, Servers - Group VI	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
B61482	De-Installation Service, Storage Disk - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B61968	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group II	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61971	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61974	Oracle Standard System Installation Service, Site Audit: Storage Disk - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61977	Oracle Standard System Installation Service, Basic: Storage Tape - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61980	Oracle Standard System Installation Service, Basic: Storage Tape - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61983	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61986	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61989	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group V	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61992	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group VI	Enterprise Installation Services	$14,700.00	0%	$14,700.00	0%	$14,700.00
B61995	Oracle Standard System Installation Service, Racks - Basic	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61998	Oracle Standard System Installation Service, Basic: Switches - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62001	Oracle Standard System Installation Service, Without Site Audit: Switches - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62004	Oracle Standard System Installation Service, Without Site Audit: Switches - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62007	Oracle Standard System Installation Service, Without Site Audit: Switches - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B62010	De-Installation Service, Storage Disk - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62011	De-Installation Service, Storage Disk - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00

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B62012	De-Installation Service, Storage Disk - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62013	De-Installation Service, Storage Tape - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62014	De-Installation Service, Storage Tape - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62015	De-Installation Service, Storage Tape - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62016	De-Installation Service, Storage Tape - Group IV	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62017	De-Installation Service, Storage Tape - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62018	De-Installation Service, Storage Tape - Group VI	Enterprise Installation Services	$7,350.00	0%	$7,350.00	0%	$7,350.00
B62019	De-Installation Service, Racks	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62020	De-Installation Service, Switches - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62021	De-Installation Service, Switches - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62022	De-Installation Service, Switches - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62023	De-Installation Service, Switches - Group IV	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B63937	Oracle Standard System Installation Service, Basic: Upgrade - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B63938	Oracle Standard System Installation Service, Basic: Upgrade - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B63939	Oracle Standard System Installation Service, Basic: Upgrade - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B63940	Oracle Standard System Installation Service, Basic: Upgrade - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B63941	Oracle Standard System Installation Service, Basic: Upgrade - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B63942	Oracle Standard System Installation Service, Basic: Upgrade - Group VI	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B63943	Oracle Standard System Installation Service, Basic: Upgrade - Group VII	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B63944	Oracle Standard System Installation Service,Basic: Upgrade - Group VIII	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B63945	Oracle Standard System Installation Service, Basic: Upgrade - Group IX	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
CECI9-LCO-NUP	Sun Ray Software - Named User Plus Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CECI9-LCO-SRD	Sun Ray Software – Sun Ray Device Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CECI9-T02-NUP	Sun Ray Software - Named User Plus 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CECI9-T02-SRD	Sun Ray Software - Sun Ray Device 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CECI9-T03-NUP	Sun Ray Software - Named User Plus 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CECI9-T03-SRD	Sun Ray Software - Sun Ray Device 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CECI9-T04-NUP	Sun Ray Software - Named User Plus 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CECI9-T04-SRD	Sun Ray Software - Sun Ray Device 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CECI9-T05-NUP	Sun Ray Software - Named User Plus 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
CECI9-T05-SRD	Sun Ray Software - Sun Ray Device 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
L88861	StorageTek QFS Client - Server Perpetual	Oracle Sun QFS Software	$3,250.00	15%	$2,762.50	18%	$2,665.00
L88863	StorageTek QFS Client - Server 2 Year	Oracle Sun QFS Software	$1,138.00	15%	$967.30	18%	$933.16
L88864	StorageTek QFS Client - Server 3 Year	Oracle Sun QFS Software	$1,625.00	15%	$1,381.25	18%	$1,332.50
L88865	StorageTek QFS Client - Server 4 Year	Oracle Sun QFS Software	$1,950.00	15%	$1,657.50	18%	$1,599.00
L88866	StorageTek QFS Client - Server 5 Year	Oracle Sun QFS Software	$2,275.00	15%	$1,933.75	18%	$1,865.50
L88867	StorageTek QFS - Processor Perpetual	Oracle Sun QFS Software	$950.00	15%	$807.50	18%	$779.00
L88869	StorageTek QFS - Processor 2 Year	Oracle Sun QFS Software	$333.00	15%	$283.05	18%	$273.06
L88870	StorageTek QFS - Processor 3 Year	Oracle Sun QFS Software	$475.00	15%	$403.75	18%	$389.50

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L88871	StorageTek QFS - Processor 4 Year	Oracle Sun QFS Software	$570.00	15%	$484.50	18%	$467.40
L88872	StorageTek QFS - Processor 5 Year	Oracle Sun QFS Software	$665.00	15%	$565.25	18%	$545.30
L90617	Oracle Solaris Cluster, Enterprise Edition - Processor Perpetual	Oracle Solaris Cluster Software	$3,000.00	16%	$2,520.00	50%	$1,500.00
L90619	Oracle Solaris Cluster, Enterprise Edition - Processor 2 Year	Oracle Solaris Cluster Software	$1,050.00	16%	$882.00	50%	$525.00
L90620	Oracle Solaris Cluster, Enterprise Edition - Processor 3 Year	Oracle Solaris Cluster Software	$1,500.00	16%	$1,260.00	50%	$750.00
L90621	Oracle Solaris Cluster, Enterprise Edition - Processor 4 Year	Oracle Solaris Cluster Software	$1,800.00	16%	$1,512.00	50%	$900.00
L90622	Oracle Solaris Cluster, Enterprise Edition - Processor 5 Year	Oracle Solaris Cluster Software	$2,100.00	16%	$1,764.00	50%	$1,050.00
RA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE3X4A11Z	SAS cable kit for installation of internal RAID card	SPARC T3 Server X-Options	$12.00	15%	$10.20	18%	$9.84
SE3X7XA1Z	10 GbE XFP XAUI adapter card	SPARC T3 Server X-Options	$395.00	15%	$335.75	18%	$323.90
SE3X7XT1Z	10 GbE short reach XFP transceiver	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE3X7XT2Z	10 GbE long reach XFP transceiver	SPARC T3 Server X-Options	$995.00	15%	$845.75	18%	$815.90
SE3Y4A11Z	SAS cable kit for installation of internal RAID card (for factory installation)	SPARC T3 Server Configured Options	$12.00	15%	$10.20	18%	$9.84
SE3Y7XA1Z	10 GbE XFP XAUI adapter card (for factory installation)	SPARC T3 Server Configured Options	$395.00	15%	$335.75	18%	$323.90
SE3Y7XT1Z	10 GbE short reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$499.00	15%	$424.15	18%	$409.18
SE3Y7XT2Z	10 GbE long reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$995.00	15%	$845.75	18%	$815.90
SE4X5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI adapter card	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE4Y5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI	SPARC T3-2 Server	$499.00	15%	$424.15	18%	$409.18
SE6X3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
SE6X3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
SE6Y3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE6Y3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
SE6Y5RF1Z	Memory filler panel (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SE6Y9MF1Z	Filler panel for disk drives (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SELX9P11P	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A	Power Cords	$99.00	14%	$85.14	20%	$79.20

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
SELX9P21P	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$68.00	14%	$58.48	20%	$54.40
SELX9P31P	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$57.00	14%	$49.02	20%	$45.60
SELX9P61P	Power cord: Argentina, 4 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A	Power Cords	$63.00	14%	$54.18	20%	$50.40
SELX9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELX9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$27.00	14%	$23.22	20%	$21.60
SELY9P11Z	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$65.00	14%	$55.90	20%	$52.00
SELY9P21Z	Power cord: international, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$39.00	14%	$33.54	20%	$31.20
SELY9P31Z	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELY9P61Z	Power cord: Argentina, 4.0 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$34.00	14%	$29.24	20%	$27.20
SELY9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$22.00	14%	$18.92	20%	$17.60
SELY9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
SG-EMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-EMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-PCIE1FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port Emulex (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE1FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port QLogic (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE2FC-EB4-Z-N	Sun Storagetek PCI-E Enterprise 4Gb FC Host Bus Adapter, Emulex, ExpressModule Form Factor, Dual Port, factory configurable, RoHS 6 compliant.	Host Bus Adapters	$1,395.00	14%	$1,199.70	20%	$1,116.00
SG-PCIE2FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port Emulex (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE2FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port QLogic (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE8SAS-EB-Z-N	Sun Storagetek (TM) EM SAS Host Bus Adapter, ExpressModule form factor, Eight Port, RoHS 6 compliant, factor configure option	Host Bus Adapters	$550.00	14%	$473.00	20%	$440.00
SG-PCIEFCGBE-E8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Emulex factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-PCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20

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SG-PCIEFCOE2-Q-SR	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-PCIEFCOE2-Q-TA	Sun Storage 10 GbE PCIe FCoE Converged Network Adaptor: Qlogic low profile, dual port and Twin-AX (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-SAS6-EM-Z	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port (for factory installation)	Host Bus Adapters	$468.00	14%	$402.48	20%	$374.40
SG-SAS6-EXT-Z	Sun Storage 6 Gb SAS PCIe HBA: 8 port (for factory installation)	Host Bus Adapters	$297.00	14%	$255.42	20%	$237.60
SG-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
SG-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$708.00	14%	$608.88	20%	$566.40
SG-XEMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-XEMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-XPCIE1FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, single port includes standard and low profile brackets, low profil form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-XPCIE2FC-EM8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Emulex, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIE2FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. X-Option.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-XPCIESAS-S7-Z	Sun StorageTek 8-port external SAS PCIe HBA for Sun Storage 7000 Unified Storage System	Host Bus Adapters	$649.00	14%	$558.14	20%	$519.20
SGX-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory	Host Bus Adapters	$839.00	14%	$721.54	20%	$671.20
SGX-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory	Host Bus Adapters	$850.00	14%	$731.00	20%	$680.00
SLCIS-LCO-1929	Oracle Solaris Legacy Containers (1 to 4 socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$2,000.00	15%	$1,680.00	50%	$1,000.00
SLCIS-LCO-2929	Oracle Solaris Legacy Containers (5+ socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$4,000.00	15%	$3,360.00	50%	$2,000.00
SOLZS-10KC9A9S-IP-N	Oracle Solaris 10 5/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10LC9A9S-IP-N	Oracle Solaris 10 10/09 Operating System SPARC Pre-install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-FI-N	Oracle Solaris 10 preinstall UFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-IP-N	Oracle Solaris 10 preinstall ZFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00

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SR-1042E-N	Rack, 42-1000-600mm wide, shipping loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
SR-1042-N	Rack, 42-1000-600mm wide, empty shipping only	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
SR-10K-IEC309-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, IEC309 on 4m captive cord, Data Center Two 32A IEC309-IP44-2P3W 250VAC (25A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering (INTERNATIONAL)	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-1242E-N	Sun Rack, 42U, 1200mm depth, 600mm width, included Enterprise Packaging suitable for shipping fully loaded	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
SR-1242-N	Sun Rack II, 42U, 1200mm depth, 600mm width, empty shipping only (do not install product inside the rack while it is on this pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
SR-15K-IEC309-4P-N	Sun Rack II 15kVA PDU, 3-Phase, 69 Supplied Amps Max, IEC309 on 4m captive cord, Data Center One 60A IEC309-IP67-3P4W 250VAC (60A breaker), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-15K-IEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
SR-15K-L630-N	Sun Rack II 15kVA PDU, Single Phase, 72 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Three 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-37K-IEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
SR-37K-IEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
SR-JUMP-1MC13	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-1MC19	Power cord, Sun Rack 2 Jumper, 1 meter, IEC60320-2-2 Sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMP-2MC13	Power cord: Sun Rack 2 jumper, 2 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-2MC19	Power cord, Sun Rack 2 Jumper, 2 meters, IEC60320-2-2 sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
TA-2.0M-SAS	SAS cable: 2 meters, mini shielded, array to host connection (for factory installation)	Disk Drives	$150.00	14%	$129.00	20%	$120.00
TTAI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus Perpetual	Secure Global Desktop Software	$250.00	16%	$210.00	50%	$125.00

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TTAI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 2 Year	Secure Global Desktop Software	$88.00	16%	$73.92	50%	$44.00
TTAI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 3 Year	Secure Global Desktop Software	$125.00	16%	$105.00	50%	$62.50
TTAI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 4 Year	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTAI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 5 Year	Secure Global Desktop Software	$175.00	16%	$147.00	50%	$87.50
TTVI9-LCO-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-LCO-SRD	Oracle Virtual Desktop Infrastructure – Sun Ray Device Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-T02-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T02-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T03-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T03-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T04-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T04-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T05-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTVI9-T05-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTWI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows only - Named User Plus Perpetual	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTWI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 2 Year	Secure Global Desktop Software	$53.00	16%	$44.52	50%	$26.50
TTWI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 3 Year	Secure Global Desktop Software	$75.00	16%	$63.00	50%	$37.50
TTWI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 4 Year	Secure Global Desktop Software	$90.00	16%	$75.60	50%	$45.00
TTWI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 5 Year	Secure Global Desktop Software	$105.00	16%	$88.20	50%	$52.50
X1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,896.00	14%	$1,630.56	20%	$1,516.80
X1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,954.00	14%	$1,680.44	20%	$1,563.20
X1132A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1134A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 0.8m; (RoHS-6)	Sun Blade Server Options	$85.00	15%	$80.75	18%	$77.90

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X1136A-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1138A-Z-N	Cable, SCSI, VHDCI/VHDCI,68-pin, 2m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1139A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 2m; (RoHS-6)	Sun Blade Server Options	$95.00	15%	$80.75	18%	$77.90
X2073A-N	Sun Blade 6000 Ethernet Switched NEM 24p 10 GbE: 14 uplink ports	Network Adapters	$9,516.00	14%	$8,183.76	20%	$7,612.80
X2074A-F	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Front-to-rear airflow	10 Gigabit Ethernet Switches	$42,956.00	15%	$36,512.60	18%	$35,223.92
X2074A-R	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Rear-to-front airflow	10 Gigabit Ethernet Switches	$43,056.00	15%	$36,597.60	18%	$35,305.92
X2121A-1M-N	QSFP to QSFP passive copper cable: 1 meter	Network Cables	$140.00	14%	$120.40	20%	$112.00
X2121A-2M	QSFP passive copper cable: 2 meters	Network Cables	$168.00	14%	$144.48	20%	$134.40
X2121A-3M-N	QSFP to QSFP passive copper cable: 3 meters	Network Cables	$180.00	14%	$154.80	20%	$144.00
X2121A-5M-N	QSFP to QSFP passive copper cable: 5 meters	Network Cables	$252.00	14%	$216.72	20%	$201.60
X2123A	Sun SFP+ to 1000 Base-T adapter	Network Transceivers	$538.00	14%	$462.68	20%	$430.40
X2124A-N	QSFP parallel fiber optics short wave transceiver	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
X2125A-1M-N	Twinax Passive Copper Cable splitter: 1 meter	Network Cables	$380.00	14%	$326.80	20%	$304.00
X2125A-3M-N	Twinax Passive Copper Cable splitter: 3 meters	Network Cables	$548.00	14%	$471.28	20%	$438.40
X2125A-5M-N	Twinax Passive Copper Cable splitter: 5 meters	Network Cables	$880.00	14%	$756.80	20%	$704.00
X2127A-10M	QSFP optical cable splitter: 10 meters, MPO to 4 LC	Network Cables	$708.00	14%	$608.88	20%	$566.40
X2127A-20M	Optical Cable splitter: 20 meters MPO to 4 LC connector	Network Cables	$848.00	14%	$729.28	20%	$678.40
X2127A-50M	QSFP optical cable splitter: 50 meters, MPO to 4 LC	Network Cables	$1,276.00	14%	$1,097.36	20%	$1,020.80
X2129A-N	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate	Network Transceivers	$1,008.00	14%	$866.88	20%	$806.40
X2130A-1M-N	Twinax Passive Copper Cable: 1 meter	Network Cables	$164.00	14%	$141.04	20%	$131.20
X2130A-3M-N	Twinax Passive Copper Cable: 3 meters	Network Cables	$212.00	14%	$182.32	20%	$169.60
X2130A-5M-N	Twinax Passive Copper Cable: 5 meters	Network Cables	$280.00	14%	$240.80	20%	$224.00
X2364A	Cable management arm	Other Server X-Options	$100.00	14%	$86.00	20%	$80.00
X2365A	Tool-less rackmount rail kit	Other Server X-Options	$222.00	14%	$190.92	20%	$177.60
X2826A-Z	Sun Network QDR InfiniBand Gateway Switch with 32 InfiniBand ports and 8 ethernet ports.	Infiniband Switches	$20,140.00	28%	$14,500.80	34%	$13,292.40
X311L-N	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312E-N	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312F-N	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312G-N	Power cord: Korea, 2.5 meters, KSC8305 plug C13 connector, 10 A	Power Cords	$20.00	14%	$17.20	20%	$16.00
X312L-N	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X314L-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X317L-N	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A	Power Cords	$19.00	14%	$16.34	20%	$15.20
X320A-N	Power Cord: : North America direct to wall for Sun Fire 3800-4810 server, Sun Fire V490 server, and Sun Fire V890 server (PTO)	Power Cords	$13.00	14%	$11.18	20%	$10.40
X332A-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00

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X332T-N	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A	Power Cords	$75.00	14%	$64.50	20%	$60.00
X333A-25-10-BR-N	Localized power cord, Brazil, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-10-IL-N	Localized Power Cord Kit Israel, SI-32 plug, IEC60320-C13 connector 10A, 250VAC rated, 2.5meter RoHS-6 compliant.	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333A-25-10-IN-N	Localized power cord, India, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13	Power Cords	$30.00	14%	$25.80	20%	$24.00
X333A-25-10-ZA-N	Localized power cord, South Africa, 2.5 meter, 10Amp rated, Plug SANS164 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-15-JP-N	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333A-25-15-TW-N	Power Cord: : Taiwan 125 VAC 15 amps 2.5 meters (PTO)	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333F-25-15-JP-N	Localized Power Cord Kit Japan, PSE 6-15P plug, IEC6032 C13 connector 15A, 250VAC rated, 2.5meter, RoHS-6 compliant.	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333G-25-10-TW	Power cord: Taiwan, 2.5 meters, NEMA6-20 plug, IEC60320 C13 connector, 10 A, 250 V	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-20-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 2.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14) Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-30-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 3.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14), Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X340L-N	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
X3830A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3830B-Z-N	Cable, SCSI VHDCI/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3831A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 10m; (RoHS-6)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3831B-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 10m; (RoHS-5)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3832A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 2m; (RoHS-6)	Disk Drives	$100.00	14%	$86.00	20%	$80.00
X3837A-N	5 meter Null Ethernet Cable, RoHS-6	Other Server X-Options	$125.00	14%	$107.50	20%	$100.00
X383L-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X384L-N	Power cord: Italian, 2.5 meters, CEI23 plug, C13 connector 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X386L-N	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X4061A-N	19-inch 4-post slide mount kit with adjustable slide rails	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
X4234A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 2 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4353A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 4 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4453A	Air filter, pack of 10 for 2 RU, 4 HDD	Netra SPARC T3-1 Server	$250.00	15%	$212.50	18%	$205.00

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X4622A-N	Sun Blade 6000 Family Dongle Cable II with RJ45 Serial, 2xUSB, Video Connectors and RJ45-to-DB9 adapter. RoHS 5. X-option	Sun Blade Server Options	$60.00	15%	$51.00	18%	$49.20
X4871A-Z-N	Sun Blade server module: Sun Dual 10 GbE Fabric Expansion Module	Network Adapters	$864.00	14%	$743.04	20%	$691.20
X4911A	One 8 GB DDR3-1333 registered low-voltage DIMM	Other Server X-Options	$219.00	14%	$188.34	20%	$175.20
X5074A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (AMER: L6-20P to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 8000 P Modular System, RoHS-6	Sun Blade Server Options	$154.00	15%	$130.90	18%	$126.28
X5075A-Z-N	PWR CORD, QTY 4, AC INPUT, 16A (EPAC: IEC 309 to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 8000 P Modular System, RoHS-6	Sun Blade Server Options	$86.00	15%	$73.10	18%	$70.52
X5077A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (IEC 320-C19 to IEC 320-C20, 2.0 M) Optional cords for connecting a rack mounted Sun Blade Modular System chassis to a Modular Power System (MPS). RoHS-6.	Other Server X-Options	$20.00	14%	$17.20	20%	$16.00
X5180A-N	Air Filter pack containing 10 foam filter to be used as replacement filters in the system behind the front bezel, for use with the Netra X4450 and Netra T5440. ROHS-6 Compliant.	Other Server X-Options	$290.00	14%	$249.40	20%	$232.00
X5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver	Network Transceivers	$2,208.00	14%	$1,898.88	20%	$1,766.40
X6915A-N	2 Sun 30 A to 20 A AC power adapters with 30 A AC branch input with NEMA L6-30P plug and NEMA L6-20R receptacle, 4 meters	Sun Blade Server Options	$1,364.00	15%	$1,159.40	18%	$1,118.48
X6000A-N	Sun Crypto Accelerator 6000 SSL/IPsec Accelerator with keystore and FIPs support, PCI card. RoHS: 6 compliant.	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
X7251A-N	Netra CT 820 Server air filter 5 per pack.	Sun Netra T5220 Server	$395.00	15%	$335.75	18%	$323.90
X7901A-4-N	19-inch 2-post rackmount kit	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
X7904A-4-N	600 by 600 millimeters rackmount kit	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
X8099A-4-N	19-inch 4-post slide mount kit	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
X8224A-N	SAS cable kit	Netra SPARC Server Options	$118.00	15%	$100.30	18%	$96.76
X9237-1-A-N	Power Jumper Cable, 1.0meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$45.00	14%	$38.70	20%	$36.00
X9238-1-A-N	Power Jumper Cable, 2.5 meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$49.00	14%	$42.14	20%	$39.20
X949A-4-N	Wago DC plug connectors, 10-pack for all Netra servers, Sun Fire X4100, X4100 M2, X4200, X4200 M2 and storage (except Netra ft 1800). X-Option. RoHS-6	Other Server X-Options	$165.00	14%	$141.90	20%	$132.00
X9732A-Z-N	2M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$65.00	14%	$55.90	20%	$52.00
X9733A-Z-N	5M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$80.00	14%	$68.80	20%	$64.00
X9734A-Z-N	15M LC to LC FC Optical Cable RoHS-6 Compliant.	Disk Drives	$105.00	14%	$90.30	20%	$84.00
X9736A-Z-N	25M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$180.00	14%	$154.80	20%	$144.00
X9738A-Z-N	50M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$230.00	14%	$197.80	20%	$184.00
XRA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XRA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00

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XRB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XSESS118FU-N	StorageTek SAS RAID HBA: 8 port, internal for Fujitsu (for factory installation)	Host Bus Adapters	$599.00	14%	$515.14	20%	$479.20
XSR-1042E-N	Sun Rack, 42U, 1000 depth, 600mm width, packaging suitable for shipping fully loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
XSR-1042-N	Sun Rack, 42U, 1000 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
XSR-10K-IEC309-N	1-phase high voltage 10 kVA PDU for non-EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-1242E-N	Sun Rack, 42U, 1200 depth, 600mm width, packaging suit	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
XSR-1242-N	Sun Rack, 42U, 1200 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
XSR-15KIEC309-4P-N	3-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-15KIEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
XSR-15K-L630-N	1-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-37KIEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
XSR-37KIEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
XSR-CLIPNUT-N	Sun Rack II Clip Nut/Screw Kit, M6x1 Nut, M6x1x12mm Screw, Qty 32 EA	Sun Racks	$60.00	15%	$51.00	18%	$49.20
XSR-JUMP-1MC13-N	Single Jumper Cable 1 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-1MC19-N	Single Jumper Cable 1 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMP-2MC13-N	Single Jumper Cable 2 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-2MC19-N	Single Jumper Cable 2 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
XSR-JUMPPAC1MC13-N	Jumper Cable Kit: qty 10 mix of 1 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XSR-JUMPPAC2MC13-N	Jumper Cable Kit: qty 10 mix of 2 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XTA-0.5M-SAS-N	Sun Storage 0.5m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$95.00	14%	$81.70	20%	$76.00
XTA-1.0M-SAS-N	Sun Storage 1.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$110.00	14%	$94.60	20%	$88.00
XTA-2.0M-SAS-N	Sun Storage 2.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$150.00	14%	$129.00	20%	$120.00
XTA-3.0M-SAS-N	Sun Storage 3.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$175.00	14%	$150.50	20%	$140.00
XTA-6.0M-SAS-N	Sun Storage 6.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$325.00	14%	$279.50	20%	$260.00
7100115	Spare: cable, 2 meter IB QSFP copper	Spare parts	$258.00	29%	$183.18	29%	$183.18
7100274	SAS cable: 3 meters, 2x1 (for factory installation)	Tape Options	$200.00	24%	$152.00	34%	$132.00

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7100275	SAS cable: 3 meters, 2x1	Tape Options	$200.00	24%	$152.00	34%	$132.00
7100276	4X mini SAS cable: 3 meters, 1x1, shielded (for factory installation)	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100277	4X mini SAS cable: 3 meters, 1x1, shielded	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100477	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Network Adapters	$888.00	14%	$763.68	20%	$710.40
7100479	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP (for factory installation)	Network Adapters	$740.00	14%	$636.40	20%	$592.00
7100481	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF	Network Adapters	$1,142.00	14%	$982.12	20%	$913.60
7100482	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF (for factory installation)	Network Adapters	$952.00	14%	$818.72	20%	$761.60
7100483	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Network Adapters	$1,109.00	14%	$953.74	20%	$887.20
7100484	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP (for factory installation)	Network Adapters	$924.00	14%	$794.64	20%	$739.20
7100486	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Network Adapters	$2,549.00	14%	$2,192.14	20%	$2,039.20
7100487	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF (for factory installation)	Network Adapters	$2,124.00	14%	$1,826.64	20%	$1,699.20
7100488	Sun Dual Port 10GBase-T Adapter	Network Adapters	$1,498.00	14%	$1,288.28	20%	$1,198.40
7100490	Sun Dual Port 10GBase-T ExpressModule	Network Adapters	$1,788.00	14%	$1,535.96	20%	$1,428.80
7100492	Sun Dual Port 10GBase-T ExpressModule (for factory installation)	Network Adapters	$1,488.00	14%	$1,279.68	20%	$1,190.40
7100563	Sun Dual Port 10GBase-T Adaptor (for factory installation)	Network Adapters	$1,248.00	14%	$1,073.28	20%	$998.40
7100730	One 8 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$152.00	6%	$142.88	6%	$142.88
7100731	32 GB DDR3-1066 DIMM (for factory installation)	Sun Fire X4170 M2 Server	$1,182.00	14%	$1,016.52	20%	$945.60
7100733	One 16 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$302.00	6%	$283.88	6%	$283.88
7100734	Oracle Solaris preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100735	Oracle VM preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100790	One 8 GB DDR3-1600 DIMM	Other Server X-Options	$182.00	14%	$156.52	20%	$145.60
7100792	32 GB DDR3-1066 DIMM	Sun Fire X4170 M2 Server	$1,418.00	14%	$1,219.48	20%	$1,134.40
7100794	One 16 GB DDR3-1600 DIMM	Other Server X-Options	$362.00	14%	$311.32	20%	$289.60
7100879	StorageTek SL8500 modular library system: base module with 1,448 physical slots and 1,450 activated slots	Sun StorageTek SL8500 Modular Library System	$202,395.00	24%	$153,820.20	34%	$133,580.70
7100880	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$4,000.00	24%	$3,040.00	34%	$2,640.00
7100881	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$9,500.00	24%	$7,220.00	34%	$6,270.00
7100882	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$17,500.00	24%	$13,300.00	34%	$11,550.00
7100883	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$30,000.00	24%	$22,800.00	34%	$19,800.00
7100885	Rail kit for base frame	System	$4,536.00	24%	$3,447.36	34%	$2,993.76
7100886	Rail kit for 1 expansion frame	System	$7,903.00	24%	$6,006.28	34%	$5,215.98
7100888	Rail kit for 2 expansion frames	System	$10,103.00	24%	$7,678.28	34%	$6,667.98
7100889	Rail kit for 3 expansion frames	System	$16,074.00	24%	$12,216.24	34%	$10,608.84
7100891	Rail kit for 4 expansion frames	System	$18,995.00	24%	$14,436.20	34%	$12,536.70
7100892	Rail kit for 5 expansion frames	System	$21,612.00	24%	$16,425.12	34%	$14,263.92
7100894	Assembly for N+1 power	System	$1,147.00	24%	$871.72	34%	$757.02

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100898	StorageTek SL8500 modular library system: cartridge expansion frame with 1,728 physical slots and no activated cartridge slots. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$20,778.00	24%	$15,791.28	34%	$13,713.48
7100900	Cartridge CAP magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL8500 Modular Library System	$132.00	24%	$100.32	34%	$87.12
7100908	Redundant cartridge access port	System	$6,427.00	24%	$4,884.52	34%	$4,241.82
7100917	Performance redundant electronics	System	$8,825.00	24%	$6,707.00	34%	$5,824.50
7100919	Pass-thru port mechanisms	System	$32,419.00	24%	$24,638.44	34%	$21,396.54
7100924	Hub for intra-library communications	System	$2,414.00	24%	$1,834.64	34%	$1,593.24
7100926	Pass-thru port frame	System	$9,100.00	24%	$6,916.00	34%	$6,006.00
7100928	Redundant handbots	System	$39,575.00	24%	$30,077.00	34%	$26,119.50
7100929	Single-phase power	System	$3,981.00	24%	$3,025.56	34%	$2,627.46
7100930	Delta power	System	$3,843.00	24%	$2,920.68	34%	$2,536.38
7100931	DC, 1,200 W PSU	System	$751.00	24%	$570.76	34%	$495.66
7100932	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL8500 Modular Library Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7100936	StorageTek SL8500 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$10,000.00	24%	$7,600.00	34%	$6,600.00
7100938	Wye power	System	$3,856.00	24%	$2,930.56	34%	$2,544.96
7100942	6 rack unit rack	System	$3,426.00	24%	$2,603.76	34%	$2,261.16
7100945	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$4,800.00	24%	$3,648.00	34%	$3,168.00
7100946	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$11,400.00	24%	$8,664.00	34%	$7,524.00
7100947	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$21,000.00	24%	$15,960.00	34%	$13,860.00
7100948	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$36,000.00	24%	$27,360.00	34%	$23,760.00
7100962	Brocade 300 Switch: activation permit for 8 FC ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$4,500.00	24%	$3,420.00	34%	$2,970.00
7100968	StorageTek LTO tape drive: 1 HP LTO5 6 Gb SAS for StorageTek SL500	LTO5 Tape Drives	$14,000.00	24%	$10,640.00	34%	$9,240.00
7101234	One 512 GB SATA SSD 2.5-inch version 2 read-flash accelerator with martin bracket. Minimum 2010.Q3.3 or later appliance software required.	Sun Unified Storage System Options	$4,478.00	24%	$3,403.28	34%	$2,955.48
7101263	Spare: AST2100 chassis management module	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7101366	StorageTek SL8500 modular library system: performance kit	Sun StorageTek SL8500 Modular Library System	$10,590.00	24%	$8,048.40	34%	$6,989.40
7101409	StorageTek SL500 modular library system: activation permit for second port on dual fibre card, for after original system installation	Sun StorageTek SL500 Modular Library System	$1,000.00	24%	$760.00	34%	$660.00
7101546	StorageTek LTO tape drive: 1 HP LTO5 half height 6 Gb SAS with rackmount	Entry Level LTO 5 Tape Drives	$6,500.00	24%	$4,940.00	34%	$4,290.00
7101568	Netra SPARC T4-2 Server: 4RU base AC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$36,884.00	15%	$31,351.40	18%	$30,244.88

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7101657	Spare: one 8 GB DDR3-1600 registered DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7101658	Spare: one 16 GB DDR3-1600 registered DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7101750	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 8 Gb FC tape drive	SL150 Tape Library	$6,075.00	24%	$4,617.00	34%	$4,009.50
7101751	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Spare parts	$1,050.00	29%	$745.50	29%	$745.50
7101752	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, MMF	Spare parts	$2,022.00	29%	$1,435.62	29%	$1,435.62
7101753	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7101754	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Spare parts	$3,030.00	29%	$2,151.30	29%	$2,151.30
7101755	Spare: Sun Dual Port 10 GbE PCIe 2.0 Low Profile Adapter Base-T	Spare parts	$1,926.00	29%	$1,367.46	29%	$1,367.46
7101756	Spare: Sun Dual Port 10 GbE PCIe 2.0 ExpressModule, Base-T	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
7101758	Heatsink (for factory installation)	Other Server Configured Options	$20.00	6%	$18.80	6%	$18.80
7101760	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 6 Gb SAS tape drive	SL150 Tape Library	$5,833.00	24%	$4,433.08	34%	$3,849.78
7101761	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,470.00	24%	$1,877.20	34%	$1,630.20
7101762	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,713.00	24%	$2,061.88	34%	$1,790.58
7101763	StorageTek SL150 modular tape library: expansion module with 30 slots (for factory installation)	SL150 Tape Library Options	$793.00	24%	$602.68	34%	$523.38
7101769	StorageTek SL150 modular tape library: power supply (for factory installation)	SL150 Tape Library Options	$223.00	24%	$169.48	34%	$147.18
7101770	StorageTek SL150 modular tape library: expansion module with 30 slots	SL150 Tape Library Options	$968.00	24%	$735.68	34%	$638.88
7101771	StorageTek Sl150 modular tape library: power supply	SL150 Tape Library Options	$267.00	24%	$202.92	34%	$176.22
7101772	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150	LTO5 Tape Drives (SL150)	$2,964.00	24%	$2,252.64	34%	$1,956.24
7101773	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150	LTO5 Tape Drives (SL150)	$3,255.00	24%	$2,473.80	34%	$2,148.30
7101774	StorageTek SL150 modular library: pair of magazines: 1 left and 1 right	SL150 Tape Library Options	$198.00	24%	$150.48	34%	$130.68
7101883	Brocade SW200R Switch: activation permit for 4 FC ports	Brocade software	$2,100.00	24%	$1,596.00	34%	$1,386.00
7101905	Spare: service processor for Netra SPARC T4-1 server	Spare parts	$900.00	29%	$639.00	29%	$639.00
7101906	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$54.00	15%	$45.90	18%	$44.28
7101914	Ethernet cable assembly: 5 meters, CAT 5E, green	Pillar Axiom SAN Storage System Options	$13.00	15%	$11.05	18%	$10.66
7101915	Ethernet cable assembly: 2 meters, CAT 5E UTP patch, red	Pillar Axiom SAN Storage System Options	$7.00	15%	$5.95	18%	$5.74
7101918	Ethernet cable assembly: 5 meters, SFP+ 10GbE direct attach passive copper cable	Pillar Axiom SAN Storage System Options	$206.00	15%	$175.10	18%	$168.92
7101919	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$48.00	15%	$40.80	18%	$39.36
7101920	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$55.00	15%	$46.75	18%	$45.10
7101921	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$64.00	15%	$54.40	18%	$52.48
7101922	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$45.00	15%	$39.10	18%	$37.72

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101923	Pillar Axiom SSD Brick with thirteen 50 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$34,282.00	15%	$29,139.70	18%	$28,111.24
7101924	Pillar Axiom SSD Brick with thirteen 200 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$127,346.00	15%	$108,244.10	18%	$104,423.72
7101925	Power cord: 3 meters, 18 AWG, 3 conductor, SJT wire, NEMA 5-15 plug, black, 110 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$9.00	15%	$7.65	18%	$7.38
7101926	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$17,909.00	15%	$15,222.65	18%	$14,685.38
7101927	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$23,346.00	15%	$19,844.10	18%	$19,143.72
7101929	Pillar Axiom SATA Brick with thirteen 2 TB 7200 rpm 3.5-inch SATA HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$21,863.00	15%	$18,583.55	18%	$17,927.66
7101930	Rackmounted slammer installation cable kit for 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101931	Rackmounted slammer installation cable kit for 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101932	Rackmounted slammer installation cable kit for 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101934	Pillar Axiom Brick rackmounted installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101935	Installation cable kit with 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101936	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$65.00	15%	$55.25	18%	$53.30
7101937	FC cable assembly: 3 meters, optical, duplex, single-mode, 8.3 /125 core, LC-LC	Pillar Axiom SAN Storage System Options	$60.00	15%	$51.00	18%	$49.20
7101938	FC cable assembly: 3 meters, optical, duplex, multi-mode, 8.3/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$50.00	15%	$42.50	18%	$41.00
7101939	Installation cable kit with 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101940	Installation cable kit with 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101941	Installation cable kit with 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101942	Pillar Axiom Brick installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101945	Rackmounted slammer installation cable kit for 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101948	Pillar Axiom Replication Engine 4 Gb FC PCIe HBA: 4 port (for factory installation)	Pillar Axiom SAN Storage System Options	$6,600.00	15%	$5,610.00	18%	$5,412.00
7101960	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$12.00	15%	$10.20	18%	$9.84
7101969	FC cable assembly: 2 meters, SFP to HSSDC2 passive	Pillar Axiom SAN Storage System Options	$125.00	15%	$106.25	18%	$102.50
7101972	FC cable assembly: 0.5 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$86.00	15%	$73.10	18%	$70.52
7101973	Pillar Axiom Pilot with 4 GB memory, rackmounted (for factory installation)	Pillar Axiom SAN Storage System Options	$8,164.00	15%	$6,939.40	18%	$6,694.48

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7101974	Pillar Axiom Pilot with 4 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$8,164.00	15%	$6,839.40	18%	$6,694.48
7101975	FC cable assembly: 1 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$96.00	15%	$81.60	18%	$78.72
7101976	Pillar Axiom Replication Engine with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$19,302.00	15%	$16,406.70	18%	$15,827.64
7101980	FC cable assembly: 2 meters, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$114.00	15%	$96.90	18%	$93.48
7101987	Power cord: 15 feet, NEMA L5-30P plug, 30 A, 120 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101990	Power cord: 15 feet, NEMA L6-30P plug, 30 A, 220 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101991	Slammer optical cable kit	Pillar Axiom SAN Storage System Options	$905.00	15%	$769.25	18%	$742.10
7101995	Power cord: 15 feet, IEC309 2P+E plug, 16 A (for factory installation)	Pillar Axiom SAN Storage System Options	$67.00	15%	$56.95	18%	$54.94
7101998	Power cord: 15 feet, IEC309 2P+E plug, 32 A (for factory installation)	Pillar Axiom SAN Storage System Options	$311.00	15%	$264.35	18%	$255.02
7101999	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$5,028.00	15%	$4,273.80	18%	$4,122.96
7102003	Pillar Axiom SSD Brick with thirteen 50 GB SSDs	Pillar Axiom SAN Storage System Options	$41,138.00	15%	$34,967.30	18%	$33,733.18
7102005	Pillar Axiom SSD Brick with thirteen 200 GB SSDs	Pillar Axiom SAN Storage System Options	$152,815.00	15%	$129,892.75	18%	$125,308.30
7102006	PDU with mounting brackets, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$1,055.00	15%	$896.75	18%	$865.10
7102007	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$21,491.00	15%	$18,267.35	18%	$17,622.62
7102020	Brick copper cable kit	Pillar Axiom SAN Storage System Options	$1,908.00	15%	$1,621.80	18%	$1,564.56
7102021	Pillar Axiom Secure WORMfs - Integrated Software Option per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102022	Pillar Axiom Storage Domains - Integrated Software Optio - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102023	42U cabinet with rails (for factory installation)	Pillar Axiom SAN Storage System Options	$9,709.00	15%	$8,252.65	18%	$7,961.38
7102024	Pillar Axiom Copy Services Bundle - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$30,000.00	15%	$25,500.00	18%	$24,600.00
7102025	Rack baying kit (for factory installation)	Pillar Axiom SAN Storage System Options	$61.00	15%	$51.85	18%	$50.02
7102026	Pillar Axiom MaxRep Replication for NAS - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage System Features	$1,000.00	15%	$850.00	18%	$820.00
7102027	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$28,015.00	15%	$23,812.75	18%	$22,972.30
7102029	Pillar Axiom SATA Brick with thirteen 2TB 7200 rpm 3.5-inch SATA HDDs	Pillar Axiom SAN Storage System Options	$26,236.00	15%	$22,300.60	18%	$21,513.52
7102030	Pillar Axiom 600 2 Gb FC PCIx HBA with NDMP tape backup	Pillar Axiom SAN Storage System Options	$558.00	15%	$474.30	18%	$457.56
7102031	Rack stabilizer kit (for factory installation)	Pillar Axiom SAN Storage System Options	$79.00	15%	$67.15	18%	$64.78
7102032	Pillar Axiom 600 1 Gb iSCSI PCIx TOE HBA: 2 port	Pillar Axiom SAN Storage System Options	$3,409.00	15%	$2,897.65	18%	$2,795.38
7102033	Add-on slammer optical cable kit for 1 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,470.00	15%	$2,099.50	18%	$2,025.40
7102034	Add-on slammer optical cable kit for 1 slammer series 2/3 to 2 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,775.00	15%	$2,358.75	18%	$2,275.50
7102035	Add-on slammer optical cable kit for 2 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$4,943.00	15%	$4,201.55	18%	$4,053.26
7102142	Pillar Axiom Pilot with 2 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68

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7102143	Pillar Axiom Pilot with 2 GB memory, rackmounted pilot (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68
7102154	Pillar Axiom MaxRep Asynchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102155	Pillar Axiom MaxRep Asynchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102156	Pillar Axiom MaxRep Synchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102157	Pillar Axiom MaxRep Synchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102254	Pillar Axiom Brick installation copper cable kit	Pillar Axiom SAN Storage System Options	$958.00	15%	$814.30	18%	$785.56
7102257	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with 7197	Pillar Axiom SAN Storage System Options	$1,957.00	15%	$1,663.45	18%	$1,604.74
7102259	Add-on slammer copper cable kit for 2 slammer with SOC422 to 1 slammer with 7197	Pillar Axiom SAN Storage System Options	$3,681.00	15%	$3,128.85	18%	$3,018.42
7102260	Add-on slammer copper cable kit for 1 slammer with SOC422 to 1 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,202.00	15%	$1,021.70	18%	$985.64
7102261	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,318.00	15%	$1,120.30	18%	$1,080.76
7102262	Add-on slammer copper cable kit for 2 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$2,458.00	15%	$2,089.30	18%	$2,015.56
7102263	Ethernet cable assembly: 0.5 meter, CAT 5E UTP patch, blue	Pillar Axiom SAN Storage System Options	$6.00	15%	$5.10	18%	$4.92
7102266	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated	Pillar Axiom SAN Storage System Options	$14.00	15%	$11.90	18%	$11.48
7102274	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$6,034.00	15%	$5,128.90	18%	$4,947.88
7102277	PDU with mounting brackets: North America, NEMA L6-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$1,266.00	15%	$1,076.10	18%	$1,038.12
7102278	42U cabinet with rails	Pillar Axiom SAN Storage System Options	$7,939.00	15%	$6,748.15	18%	$6,509.98
7102279	Rack baying kit	Pillar Axiom SAN Storage System Options	$73.00	15%	$62.05	18%	$59.86
7102280	Rack stabilizer kit	Pillar Axiom SAN Storage System Options	$95.00	15%	$80.75	18%	$77.90
7102282	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated	Pillar Axiom SAN Storage System Options	$405.00	15%	$344.25	18%	$332.10
7102284	Power cord: Australia, 9 feet, 56P322 plug, hard wire, 24 A (for factory installation)	Pillar Axiom SAN Storage System Options	$465.00	15%	$395.25	18%	$381.30
7102285	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$336.00	15%	$285.60	18%	$275.52
7102286	Power cord: Australia, 15 feet, 56P315S plug, IEC320 C19 connector, 15 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$215.00	15%	$182.75	18%	$176.30
7102287	Upgrade slammer copper cable kit for 2 slammers with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$1,305.00	15%	$1,109.25	18%	$1,070.10
7102288	Upgrade add-on slammer copper cable kit for 1 slammer with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$499.00	15%	$424.15	18%	$409.18
7102337	Oracle ZFS Storage Appliance Replication - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7102338	Oracle ZFS Storage Appliance Cloning - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$7,500.00	24%	$5,700.00	34%	$4,950.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102460	Netra SPARC T4-2 Server: 4RU base DC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$41,136.00	15%	$34,965.60	18%	$33,731.52
7102498	Netra SPARC T4-1 server : 2RU AC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$19,840.00	15%	$16,864.00	18%	$16,268.80
7102499	Netra SPARC T4-1 server : 2RU DC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$21,984.00	15%	$18,686.40	18%	$18,026.88
7102610	Spare: 8 GB SFP short wave	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102672	Spare: SSD sleeve	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102673	Spare: SSD hub	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102674	Spare: rack set, end, 1EF	Spare parts	$234.00	29%	$166.14	29%	$166.14
7102675	Spare: rack set, end, 5EF	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102676	Spare: cable assembly, 48 V	Spare parts	$324.00	29%	$230.04	29%	$230.04
7102677	Spare: end stop, upper left	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102678	Spare: end stop, upper right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102679	Spare: end stop floor, left	Spare parts	$114.00	29%	$80.94	29%	$80.94
7102680	Spare: end stop floor, right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102681	Spare: cable assembly	Spare parts	$132.00	29%	$93.72	29%	$93.72
7102682	Spare: cable assembly, jumper	Spare parts	$54.00	29%	$38.34	29%	$38.34
7102740	Four 2.5-inch drive slots and 1 DVD-RW disk cage	Other Server Configured Options	$508.00	6%	$477.52	6%	$477.52
7102741	Eight 2.5-inch drive slots, 1 DVD-RW disk cage, and rear slot disk filler panel	Other Server Configured Options	$722.00	6%	$678.68	6%	$678.68
7102742	Twenty-four 2.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,214.00	6%	$1,141.16	6%	$1,141.16
7102743	Twelve 3.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,108.00	6%	$1,041.52	6%	$1,041.52
7102744	Eight 2.5-inch drive slots disk cage	Other Server Configured Options	$538.00	6%	$505.72	6%	$505.72
7102745	Heat sink (for factory installation)	Other Server Configured Options	$28.00	6%	$26.32	6%	$26.32
7102748	PCIe filler panel (for factory installation)	Other Server Configured Options	$2.00	6%	$1.88	6%	$1.88
7102752	Spare: power distribution board	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7102753	Spare: air filter assembly	Spare parts	$648.00	29%	$460.08	29%	$460.08
7102754	Spare: system fan assembly	Spare parts	$638.00	29%	$453.58	29%	$453.58
7102755	Spare: rear fan assembly	Spare parts	$600.00	29%	$426.00	29%	$426.00
7102756	Spare: 1 motherboard and tray assembly for Netra SPARC T4-2 server	Spare parts	$35,238.00	29%	$25,018.98	29%	$25,018.98
7102757	Spare: LED board assembly for Netra SPARC T4-2 server	Spare parts	$330.00	29%	$234.30	29%	$234.30
7102762	Spare: 1000 W 12 V PSU	Spare parts	$930.00	29%	$660.30	29%	$660.30
7102763	Spare: 2U CPU heat sink	Spare parts	$228.00	29%	$161.88	29%	$161.88
7102764	Spare: left indicator	Spare parts	$216.00	29%	$153.36	29%	$153.36
7102765	Spare: right indicator	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102766	Spare: fan module	Spare parts	$275.00	29%	$195.96	29%	$195.96
7102767	Spare: motherboard assembly	Spare parts	$10,314.00	29%	$7,322.94	29%	$7,322.94
7102769	Spare: rear disk backplane	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102770	Spare: 2U SAS disk expander	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7102772	Spare: 24-disk backplane with bracket	Spare parts	$1,800.00	29%	$1,278.00	29%	$1,278.00
7102773	Spare: four 2.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102774	Spare: interlock cable, 125 millimeters	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102775	Spare: 8-disk 2U cable kit	Spare parts	$426.00	29%	$302.46	29%	$302.46

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102776	Spare: 12-disk 2U cable kit	Spare parts	$480.00	29%	$340.80	29%	$340.80
7102777	Spare: four 3.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102779	Spare: 6-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102780	Spare: 8-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102781	Spare: single fan module	Spare parts	$210.00	29%	$149.10	29%	$149.10
7102782	Spare: motherboard assembly tray	Spare parts	$7,920.00	29%	$5,623.20	29%	$5,623.20
7102783	Spare: USB front cable	Spare parts	$378.00	29%	$268.38	29%	$268.38
7102784	Spare: LED alarm indicator with cable	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102785	Spare: power distribution board	Spare parts	$684.00	29%	$485.64	29%	$485.64
7102786	Spare: PCIe riser board	Spare parts	$384.00	29%	$272.64	29%	$272.64
7102787	Spare: 1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor	Spare parts	$5,442.00	29%	$3,863.82	29%	$3,863.82
7102789	Spare: heat sink	Spare parts	$192.00	29%	$136.32	29%	$136.32
7102792	Spare: cable kit	Spare parts	$198.00	29%	$140.58	29%	$140.58
7102793	Spare: RAID SAS cable kit	Spare parts	$174.00	29%	$123.54	29%	$123.54
7102795	Spare: 600 W PSU, 12 V	Spare parts	$708.00	29%	$502.68	29%	$502.68
7102797	One 8 GB DDR3-1600 registered DIMM	Netra Server X3-2	$182.00	15%	$154.70	18%	$149.24
7102800	One 16 GB DDR3-1600 registered DIMM	Netra Server X3-2	$362.00	15%	$307.70	18%	$296.84
7102802	SAS cable kit	Netra Server X3-2	$44.00	15%	$37.40	18%	$36.08
7102805	Spare: 1U heat sink CPU	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102807	Spare: motherboard assembly	Spare parts	$5,658.00	29%	$4,017.18	29%	$4,017.18
7102808	Spare: fan module	Spare parts	$150.00	29%	$106.50	29%	$106.50
7102810	Spare: 1U single riser card	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102812	Spare: double stacked riser card	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102814	Spare: 3.5-inch indicator	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102816	Spare: 2.5-inch indicator	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102818	Spare: cable kit	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102869	High bandwidth QSFP optical cable: 10 meters, MPO to MPO	Network Cables	$948.00	14%	$815.28	20%	$758.40
7102870	High bandwidth QSFP optical cable: 20 meters, MPO to MPO	Network Cables	$1,233.00	14%	$1,060.38	20%	$986.40
7102871	High bandwidth QSFP optical cable: 50 meters, MPO to MPO	Network Cables	$1,953.00	14%	$1,679.58	20%	$1,562.40
7102883	Spare: base chassis for StorageTek SL150	Spare parts	$1,440.00	29%	$1,022.40	29%	$1,022.40
7102886	Spare: expansion chassis for StorageTek SL150	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7102887	Spare: robot assembly	Spare parts	$4,638.00	29%	$3,292.98	29%	$3,292.98
7102888	Spare: POWER SUPPLY	Spare parts	$564.00	29%	$400.44	29%	$400.44
7102891	Spare: set of left and right magazine	Spare parts	$474.00	29%	$336.54	29%	$336.54
7102892	Spare: operator panel	Spare parts	$1,056.00	29%	$749.76	29%	$749.76
7102893	Spare: library expansion controller printed circuit assembly	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102894	Spare: library control module printed circuit assembl	Spare parts	$138.00	29%	$97.98	29%	$97.98
7102895	Spare: StorageTek LTO tape drive: 1 LTO5 6 Gb SAS for SL150	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7102896	Spare: StorageTek LTO tape drive: 1 LTO5 8 Gb FC for SL150	Spare parts	$6,594.00	29%	$4,681.74	29%	$4,681.74

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102898	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102899	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102900	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102901	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102902	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,378.00	15%	$34,321.30	18%	$33,109.96
7102903	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/se FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102904	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/se FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,039.00	15%	$35,733.15	18%	$34,471.98
7102905	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102906	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102907	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102908	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102909	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102910	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/se FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102911	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/se FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102912	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,033.00	15%	$34,878.05	18%	$33,647.06
7102913	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$42,257.00	15%	$35,918.45	18%	$34,650.74
7102914	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$47,025.00	15%	$39,971.25	18%	$38,560.50
7102915	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,740.00	15%	$43,129.00	18%	$41,606.80
7102916	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$48,465.00	15%	$41,195.25	18%	$39,741.30

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102917	Pillar Axiom Fibre Channel Slammer with four 4 Gb FC por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,655.00	15%	$35,406.75	18%	$34,157.10
7102918	Pillar Axiom Fibre Channel Slammer with four 8 Gb/sec FC ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,466.00	15%	$42,896.10	18%	$41,382.12
7102919	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102920	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102921	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102922	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102923	Pillar Axiom iSCSI Slammer upgrade with four 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102924	Pillar Axiom Fibre Channel SAN Slammer upgrade with four 4 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102925	Pillar Axiom Fibre Channel Slammer upgrade with four 8 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102926	Pillar Axiom Replication Engine add-on with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$23,162.00	15%	$19,687.70	18%	$18,992.84
7102927	Pillar Axiom MaxRep Asynchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102928	Pillar Axiom MaxRep Asynchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102929	Pillar Axiom MaxRep Synchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102930	Pillar Axiom MaxRep Synchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102975	Netra Server X3-2: 2 RU DC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,194.00	15%	$4,414.90	18%	$4,259.08
7102976	Netra Server X3-2: 2 RU AC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,048.00	15%	$4,290.80	18%	$4,139.36
7102978	Netra Server X3-2: 2 RU DC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$5,108.00	15%	$4,341.80	18%	$4,188.56
7102979	Netra Server X3-2: 2 RU AC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$4,930.00	15%	$4,190.50	18%	$4,042.60
7102980	1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor (for factory installation)	Netra Server X3-2	$1,780.00	15%	$1,513.00	18%	$1,459.60
7102981	Heat sink (for factory installation)	Netra Server X3-2	$26.00	15%	$22.10	18%	$21.32
7102982	One 8 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$152.00	15%	$129.20	18%	$124.64
7102983	Oracle System Assistant (for factory installation)	Netra Server X3-2	$0.00	15%	$0.00	18%	$0.00

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7102984	One 16 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$302.00	15%	$256.70	18%	$247.64
7102986	SAS cable kit (for factory installation)	Netra Server X3-2	$34.00	15%	$28.90	18%	$27.88
7102989	Spare: cooling tray tool	Spare parts	$2,124.00	29%	$1,508.04	29%	$1,508.04
7103040	Spare: 6-disk air filter	Spare parts	$258.00	29%	$183.18	29%	$183.18
7103041	Spare: 8-disk air filter	Spare parts	$252.00	29%	$178.92	29%	$178.92
7103042	Spares: 2 wago DC connectors	Spare parts	$396.00	29%	$281.16	29%	$281.16
7103058	Spare: cable, 50 meters, MPO high bandwidth QSFP	Spare parts	$2,934.00	29%	$2,083.14	29%	$2,083.14
7103059	Spare: cable, 20 meters, MPO high bandwidth QSFP	Spare parts	$1,854.00	29%	$1,316.34	29%	$1,316.34
7103060	Spare: cable, 10 meters, MPO high bandwidth QSFP	Spare parts	$1,428.00	29%	$1,013.88	29%	$1,013.88
7103063	Spare: 32 GB DIMM	Spare parts	$7,584.00	29%	$5,384.64	29%	$5,384.64
7103064	Spare: 24 disk 2U cable kit	Spare parts	$462.00	29%	$328.02	29%	$328.02
7103065	Spare: 4 GB USB flash memory	Spare parts	$186.00	29%	$132.06	29%	$132.06
7103071	Netra Blade X3-2B: base blade assembly (for factory installation)	Netra Blade X3-2B	$2,100.00	15%	$1,785.00	18%	$1,722.00
7103087	Oracle System Assistant (for factory installation)	Netra Blade X3-2B	$0.00	15%	$0.00	18%	$0.00
7103118	Spare: optical cable, 1 meter, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$90.00	29%	$63.90	29%	$63.90
7103119	Spare: optical cable, 3 meters, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7103120	Spare: cable, 2 meters, CAT 5E UTP patch, red	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103122	Spare: cable, 1 meter, passive, SFP to SFP	Spare parts	$174.00	29%	$123.54	29%	$123.54
7103123	Spare: cable, 0.5 meter, passive, SFP to SFP,	Spare parts	$162.00	29%	$115.02	29%	$115.02
7103124	Spare: cable, 2 meters, passive, SFP to HSSDC2	Spare parts	$216.00	29%	$153.36	29%	$153.36
7103131	Spare: cable assembly with USB	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103132	Spare: 8 Gb FC PCIe HBA with optical interface: 2 port	Spare parts	$7,062.00	29%	$5,014.02	29%	$5,014.02
7103314	Spare: tape drive clutch tool	Spare parts	$426.00	29%	$302.46	29%	$302.46
7103315	spare: tape drive leader bundle	Spare parts	$360.00	29%	$255.60	29%	$255.60
7103316	spare: tape drive retaining strip	Spare parts	$42.00	29%	$29.82	29%	$29.82
7103317	spare: tape drive splicing block	Spare parts	$294.00	29%	$208.74	29%	$208.74
7103318	spare: tape drive splicing tabs	Spare parts	$66.00	29%	$46.86	29%	$46.86
7103365	StorageTek Virtual Library Extension: capacity upgrade with 330 TB effective capacity	StorageTek Virtual Library Extension	$146,656.00	15%	$124,657.60	18%	$120,257.92
7103428	StorageTek Virtual Storage Manager 5: activation permit for 1 TB effective capacity	StorageTek Virtual Storage Manager Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
7103494	Spare: 4-Core Motherboard	Spare parts	$20,976.00	29%	$14,892.96	29%	$14,892.96
7103495	Netra SPARC T4-1 server: 2 RU AC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$12,395.00	15%	$10,535.75	18%	$10,163.90
7103496	Netra SPARC T4-1 server: 2 RU DC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$13,735.00	15%	$11,674.75	18%	$11,262.70
7103527	Spare: cable kit for RAID expansion module	Spare parts	$156.00	29%	$110.76	29%	$110.76
7103529	Spare: one 8 GB DDR3-1600 DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7103530	Spare: one 16 GB DDR3-1600 DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7103568	Spare: high efficiency power supply assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7103792	Spare: Sun Netra X6270 M3 server module	Spare parts	$6,882.00	29%	$4,886.22	29%	$4,886.22
7103942	Spare: C4 Quad Core, eShanghai Motherboard, w/Flyover, Slammer, w/loader, HSF	Spare parts	$24,000.00	29%	$17,040.00	29%	$17,040.00
7103958	Spare: cable,power,15ft,c19 to nema,125v,20a	Spare parts	$102.00	29%	$72.42	29%	$72.42

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7103959	Spare: cable,power,15ft,c19 to nema,250v,20a	Spare parts	$96.00	29%	$68.16	29%	$68.16
7103960	Spare: cable,power,15ft,c19 to nema,120v,20a	Spare parts	$54.00	29%	$38.34	29%	$38.34
7103961	Spare: cable,optical,duplex,multimode,50/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103962	Spare: cable,optical,duplex,multimode,62.5/125 core,lc-lc,3-meter	Spare parts	$180.00	29%	$127.80	29%	$127.80
7103963	Spare: cable,optical,duplex,multimode,62.5/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103964	Spare: cable,cat-5e network,5m,green	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103965	Spare: cable,optical,duplex,singlemode,8.3/125 core,sc-lc,3-meter	Spare parts	$150.00	29%	$106.50	29%	$106.50
7103966	Spare: cable,sfp to sfp passive,2m long	Spare parts	$192.00	29%	$136.32	29%	$136.32
7103967	Spare: cable,sfp+ 10gbe direct attach passive copper,5m	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103973	Spare: asm,3-phase pdu,30a,nema,l21-30p plug,domestic	Spare parts	$10,056.00	29%	$7,139.76	29%	$7,139.76
7103974	Spare: hba,fibre channel to pci-x	Spare parts	$930.00	29%	$660.30	29%	$660.30
7103975	Spare: cable,optical,duplex,singlemode,8.3 /125 core,lc-lc,meter	Spare parts	$198.00	29%	$140.58	29%	$140.58
7103996	StorageTek Tape Analytics for StorageTek SL8500 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$32,000.00	24%	$24,320.00	34%	$21,120.00
7103997	StorageTek Tape Analytics for StorageTek SL3000 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$16,000.00	24%	$12,160.00	34%	$10,560.00
7104018	Spare: brush assembly	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104075	Spare: StorageTek LTO tape drive: 1 IBM LTO5 8 GB FC for StorageTek SL8500, StorageTek SL3000, and StorageTek SL500	Spare parts	$32,256.00	29%	$22,901.76	29%	$22,901.76
7104076	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500 and IBM AS400	Entry Level LTO 5 Tape Drives	$28,250.00	24%	$21,470.00	34%	$18,645.00
7104105	Spare: service processor for Netra SPARC T4-2 server	Spare parts	$720.00	29%	$511.20	29%	$511.20
7104106	Spare: two 32 GB DDR3-1066 low voltage registered DIMMs	Spare parts	$13,200.00	29%	$9,372.00	29%	$9,372.00
7104117	Spare: tape drive rackmount fan assembly	Spare parts	$636.00	29%	$451.56	29%	$451.56
7104118	Spare: tape drive fan assembly for StorageTek SL8500	Spare parts	$576.00	29%	$408.96	29%	$408.96
7104119	Spare: tape drive fan assembly for StorageTek SL3000	Spare parts	$516.00	29%	$366.36	29%	$366.36
7104120	Spare: library operator panel for StorageTek SL500	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7104198	One 16 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104199	One 16 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104200	One 32 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$2,000.00	15%	$1,700.00	18%	$1,640.00
7104201	One 32 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$2,400.00	15%	$2,040.00	18%	$1,968.00
7104412	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$30.00	29%	$21.30	29%	$21.30
7104413	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$138.00	29%	$97.98	29%	$97.98
7104414	Spare: one 600 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,088.00	29%	$1,482.48	29%	$1,482.48
7104415	Spare: one 300 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
7104444	Spare: one 16GB DDR3-1066 DIMM	Spare parts	$888.00	29%	$630.48	29%	$630.48
7104445	Spare: one 32GB DDR3-1066 DIMM	Spare parts	$4,932.00	29%	$3,501.72	29%	$3,501.72

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7104568	Spare: blank cable labels	Spare parts	$324.00	29%	$230.04	29%	$230.04
7104613	Spare: cable kit	Spare parts	$270.00	29%	$191.70	29%	$191.70
7104615	Spare: Intel(R) Xeon(R) E5-2630L 6-core 2.0 GHz processor	Spare parts	$4,278.00	29%	$3,037.38	29%	$3,037.38
7104900	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$10.00	6%	$9.40	6%	$9.40
7104901	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
7104916	Spare: cooling fan tray	Spare parts	$840.00	29%	$596.40	29%	$596.40
7104917	Spare: 300 W AC PSU	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104918	Spare: Cisco Catalyst 4948E Ethernet Switch	Spare parts	$93,564.00	29%	$66,430.44	29%	$66,430.44
7104930	One 16 GB DDR3-1066 registered DIMMs (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104931	One 16 GB DDR3-1066 registered DIMMs	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104966	Spare: operator panel for StorageTek SL150 modular tape library for OEM	Spare parts	$1,068.00	29%	$758.28	29%	$758.28
7105054	Spare: one 16 GB DDR3-1066 DIMM	Spare parts	$786.00	29%	$558.06	29%	$558.06
#150-3993-N	Spare: 1 lithium system board battery, 3 V	Spare parts	$96.00	29%	$68.16	29%	$68.16
#350-1312-N	Spare: fan module for Sun Datacenter Infiniband switches	Spare parts	$912.00	29%	$647.52	29%	$647.52
#371-4198	Spare: 10 kVA single phase PDU with L6-30P plugs	Spare parts	$3,822.00	29%	$2,713.62	29%	$2,713.62
#371-4200	Spare: 10 kVA single phase PDU with IEC 60309 plugs	Spare parts	$3,534.00	29%	$2,509.14	29%	$2,509.14
#371-4779	Spare: 32-port keyboard, video and mouse switch	Spare parts	$16,866.00	29%	$11,974.86	29%	$11,974.86
#371-4780	Spare: KMM drawer with US keyboard	Spare parts	$4,584.00	29%	$3,254.64	29%	$3,254.64
#419843204	Spare: printed wiring assembly HBT, HBT2	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
#501-7439-N	Spare: single 10 GbE XAUI adaptor	Spare parts	$804.00	29%	$570.84	29%	$570.84
#501-7843	Spare: 2-slot rear HDD backplane	Spare parts	$180.00	29%	$127.80	29%	$127.80
333U-10-10-C14	Power cord: Jumper, 1.0 meter, straight IEC60320-2-2 Sheet E (C14) plug, right angle IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-02-10-C14	Power cord: Jumper, straight plug-connector, 0.2 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-10-10-C14	Power cord: Jumper, straight plug-connector, 1.0 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-29-10-NPLG	Power cord: Jumper, 2.9 meters, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
9840D-EKEY-A-N	Encryption for StorageTek T9840D tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
ACSLS-0001	StorageTek Automated Cartridge System Library Software (ACSLS) - Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00
ACSLS-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) - server 2 Year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 4 Year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
ACSLS-HA-0001	Sun Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent – Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00

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ACSLS-HA-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 2 year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-HA-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-HA-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 4 year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-HA-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent -Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
CABLE10148031-Z-N	Ultra SCSI cable: LVD/SE	Tape Options	$80.00	24%	$60.80	34%	$52.80
CABLE10187000-Z-N	SCSI cable: 3 meters, 68MD-68MD	Tape Options	$100.00	24%	$76.00	34%	$66.00
CABLE10187003-Z-N	SCSI cable: 6 meters, 68MD-68VHDCI	Tape Options	$176.00	24%	$133.76	34%	$116.16
CABLE10187008-Z-N	SCSI cable: universal, 3 meters, 68MD-68MD	Tape Options	$109.00	24%	$82.84	34%	$71.94
CABLE10187009-Z-N	SCSI cable: universal, 5 meters, 68MD-68MD	Tape Options	$137.00	24%	$104.12	34%	$90.42
CABLE10187010-Z-N	SCSI cable: universal, 10 meters, 68MD-68MD	Tape Options	$230.00	24%	$174.80	34%	$151.80
CABLE10187011-Z-N	SCSI cable: universal, 3 meters, 68MD-68VHDCI	Tape Options	$166.00	24%	$126.16	34%	$109.56
CABLE10187012-Z-N	SCSI cable: universal, 5 meters, 68MD-68VHDCI	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10187013-Z-N	SCSI cable: universal, 10 meters, 68MD-68VHDCI	Tape Options	$231.00	24%	$175.56	34%	$152.46
CABLE10187014-Z-N	SCSI cable: universal, 2 meters, 68MD-68VHDCI	Tape Options	$168.00	24%	$127.68	34%	$110.88
CABLE10187015-Z-N	SCSI cable: LVD, 3 meters, 68MD-VHDCI	Tape Options	$156.00	24%	$118.56	34%	$102.96
CABLE10187016-Z-N	SCSI cable: LVD, 5 meters, 68MD-VHDCI	Tape Options	$171.00	24%	$129.96	34%	$112.86
CABLE10187017-Z-N	SCSI cable: LVD, 10 meters, 68MD-VHDCI	Tape Options	$198.00	24%	$150.48	34%	$130.68
CABLE10187033-Z-A	StorageTek cable assembly: 8 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187033-Z-N	Cable assembly: 8 feet, 24 awg, shld, cat 5E	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187034-Z-A	StorageTek cable assembly: 35 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187034-Z-N	Cable assembly: 35 feet, 24 awg, shld, cat 5E	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187035-Z-A	StorageTek cable assembly: 50 inch, 24 awg, shld, cat5E (for factory installation)	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187035-Z-N	Cable assembly: 50 inches, 24 awg, shld, cat 5E	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187037-Z-A	StorageTek cable assembly: 55 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10187037-Z-N	Cable assembly: 55 feet, 24 awg, shld, cat 5E	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10800285-Z-N	ESCON-ESCON cable: plenum, 13 meters, 62.5/125	Tape Options	$112.00	24%	$85.12	34%	$73.92
CABLE10800288-Z-N	ESCON-ESCON cable: plenum, 107 meters, 62.5/125	Tape Options	$473.00	24%	$359.48	34%	$312.18
CABLE10800292-Z-N	ESCON-ESCON cable: riser, 107 meters, 62.5/125	Tape Options	$430.00	24%	$326.80	34%	$283.80
CABLE10800294-Z-N	FC cable: plenum, 10 meters, duplex, SC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CABLE10800295-Z-N	FC cable: plenum, 50 meters, duplex, SC-SC, 50/125	Tape Options	$141.00	24%	$107.16	34%	$93.06
CABLE10800298-Z-N	FC cable: riser, 50 meters, duplex, SC-SC, 50/125	Tape Options	$129.00	24%	$98.04	34%	$85.14
CABLE10800302-Z-A	StorateTek FC cable: 3 meters, duplex, single mode, riser, LC-LC connectors (for factory installation)	Tape Options	$62.00	24%	$47.12	34%	$40.92
CABLE10800304-Z-N	FC cable: riser, 100 meters, duplex, LC-SC, 9/125	Tape Options	$204.00	24%	$155.04	34%	$134.64
CABLE10800305-Z-N	FC cable: plenum, 100 meters, duplex, LC-LC, 9/125	Tape Options	$232.00	24%	$176.32	34%	$153.12

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CABLE10800306-Z-A	StorageTek FC cable: 100 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800306-Z-N	FC cable: riser, 100 meters, duplex, LC-LC, 9/125	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800307-Z-A	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800307-Z-N	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800308-Z-A	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800308-Z-N	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800310-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800310-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800313-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800313-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800316-Z-N	FC cable: riser, 0.5 meter, duplex, LC-LC, 50/125	Tape Options	$57.00	24%	$43.32	34%	$37.62
CABLE10800317-Z-N	FC cable: riser, 10 meters, duplex, LC-SC, 50/125	Tape Options	$73.00	24%	$55.48	34%	$48.18
CABLE10800320-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 50/125	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800321-Z-N	FC cable: plenum, 50 meters, duplex, LC-SC, 50/125	Tape Options	$164.00	24%	$124.64	34%	$108.24
CABLE10800325-Z-N	ESCON-MT-RJ cable: riser, 31 meters, 62.5/125	Tape Options	$143.00	24%	$108.68	34%	$94.38
CABLE10800326-Z-N	ESCON-MT-RJ cable: riser, 61 meters, 62.5/125	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10800327-Z-N	ESCON-MT-RJ cable: plenum, 13 meters, 62.5/125	Tape Options	$86.00	24%	$65.36	34%	$56.76
CABLE10800330-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800330-Z-N	FC cable: plenum 10 meters, duplex, LC-LC, 9/125	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800331-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800332-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800332-Z-N	FC cable: plenum, 50 meters, duplex, LC-LC, 9/125	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800333-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800333-Z-N	FC cable: riser, 50 meters, duplex, LC-LC, 9/125	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800334-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 9/125	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800340-Z-A	StorageTek FC cable: 3 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800340-Z-N	FC cable: riser, 3 meters, duplex, LC-LC, 50/125	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800341-Z-A	StorageTek FC cable: 5 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800341-Z-N	FC cable: riser, 5 meters, duplex, LC-LC, 50/125	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800345-Z-N	FC cable: riser, 2 meters, duplex, LC-SC, 50/125	Tape Options	$55.00	24%	$41.80	34%	$36.30
CABLE10800346-Z-N	FC cable: riser, 5 meters, duplex, LC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CLUSTEREDVTSS1M-N	StorageTek Virtual Storage Manager System: activation permit to cluster VSM systems together in a disaster recovery environment	Sun StorageTek Virtual Storage Manager System (VSM 4)	$50,000.00	24%	$38,000.00	34%	$33,000.00

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DS2-4URK-19U	Sun disk shelf: universal rail kit for 19-inch depth racks (for factory installation)	Sun Unified Storage System Options	$230.00	24%	$174.80	34%	$151.80
ELS-0001	StorageTek Enterprise Library Software - Server Perpetual	StorageTek Enterprise Library Software	$30,000.00	24%	$22,800.00	34%	$19,800.00
ELS-0001-T02	StorageTek Enterprise Library Software - Server 2 year	StorageTek Enterprise Library Software	$10,500.00	24%	$7,980.00	34%	$6,930.00
ELS-0001-T03	StorageTek Enterprise Library Software - Server 3 year	StorageTek Enterprise Library Software	$15,000.00	24%	$11,400.00	34%	$9,900.00
ELS-0001-T04	StorageTek Enterprise Library Software - Server 4 year	StorageTek Enterprise Library Software	$18,000.00	24%	$13,680.00	34%	$11,880.00
ELS-0001-T05	StorageTek Enterprise Library Software - Server 5 year	StorageTek Enterprise Library Software	$21,000.00	24%	$15,960.00	34%	$13,860.00
L88662	StorageTek Storage Archive Manager - Processor 2 Year	Storage Archive Manager	$10,500.00	22%	$8,190.00	50%	$5,250.00
L88663	StorageTek Storage Archive Manager - Processor 3 Year	Storage Archive Manager	$15,000.00	22%	$11,700.00	50%	$7,500.00
L88664	StorageTek Storage Archive Manager - Processor 4 Year	Storage Archive Manager	$18,000.00	22%	$14,040.00	50%	$9,000.00
L88665	StorageTek Storage Archive Manager - Processor 5 Year	Storage Archive Manager	$21,000.00	22%	$16,380.00	50%	$10,500.00
L88855	StorageTek Availability Suite - Terabyte Perpetual	StorageTek Availability Suite Software	$10,000.00	15%	$8,500.00	18%	$8,200.00
L88857	StorageTek Availability Suite - Terabyte 2 Year	StorageTek Availability Suite Software	$3,500.00	15%	$2,975.00	18%	$2,870.00
L88858	StorageTek Availability Suite - Terabyte 3 Year	StorageTek Availability Suite Software	$5,000.00	15%	$4,250.00	18%	$4,100.00
L88859	StorageTek Availability Suite - Terabyte 4 Year	StorageTek Availability Suite Software	$6,000.00	15%	$5,100.00	18%	$4,920.00
L88860	StorageTek Availability Suite - Terabyte 5 Year	StorageTek Availability Suite Software	$7,000.00	15%	$5,950.00	18%	$5,740.00
L93798	StorageTek Tape Analytics - Server Perpetual	StorageTek Tape Analytics Software	$1,000.00	15%	$850.00	34%	$660.00
L93800	StorageTek Tape Analytics - Server 2 Year	StorageTek Tape Analytics Software	$350.00	15%	$297.50	34%	$231.00
L93801	StorageTek Tape Analytics - Server 3 Year	StorageTek Tape Analytics Software	$500.00	15%	$425.00	34%	$330.00
L93802	StorageTek Tape Analytics - Server 4 Year	StorageTek Tape Analytics Software	$600.00	15%	$510.00	34%	$396.00
L93803	StorageTek Tape Analytics - Server 5 Year	StorageTek Tape Analytics Software	$700.00	15%	$595.00	34%	$462.00
LCM-0001	Library Content Manager - CPU, Perpetual	StorageTek Library Content Manager Software	$30,000.00	15%	$25,500.00	18%	$24,600.00
LTO4HH-HPSA1URK2-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS for rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSA-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO4HH-HPSC-1UR2-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI fo rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSC-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO5HH-HPSA-1URK2Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive for second bay in 1 U rackmount	Entry Level LTO 5 Tape Drives	$5,500.00	24%	$4,180.00	34%	$3,630.00
LTO5HH-HPSA-DT-Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive in desktop enclosure configuration	Entry Level LTO 5 Tape Drives	$5,750.00	24%	$4,370.00	34%	$3,795.00
LTO5-HP8FC-SL3000Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL3000 modular library system	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-HP8FC-SL500Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL500 modular library system	LTO5 Tape Drives	$14,936.00	24%	$11,351.36	34%	$9,857.76
LTO5-HP8FC-SL85Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL8500 modular library system	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO5-IB8FC-SL3000Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL3000	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-IB8FC-SL500Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL500	LTO5 Tape Drives	$17,000.00	24%	$12,920.00	34%	$11,220.00
LTO5-IB8FC-SL85Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO-ENCRYPT-ACTIVE	Encryption for StorageTek LTO tape drives: activation permit for 1 tape drive	LTO Tape Drive Features	$1,000.00	24%	$760.00	34%	$660.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
MCLTO4-CASE-HOR-N	StorageTek LTO4 tape media: horizontal label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASEUNLBL-N	StorageTek LTO4 tape media: no label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASE-VERT-N	StorageTek LTO4 tape media: vertical label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-HOR-N	StorageTek LTO4 tape media: horizontal label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPKUNLBL-N	StorageTek LTO4 tape media: no label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-VERT-N	StorageTek LTO4 tape media: vertical label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-WORM-HOR-N	StorageTek LTO4 tape media: WORM, horizontal label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-UNL-N	StorageTek LTO4 tape media: WORM, no label, jewel case pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-VERT-N	StorageTek LTO4 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO5-CASE-HOR	StorageTek LTO media: horizontal label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-UNLBL	StorageTek LTO media: no label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-VERT	StorageTek LTO media: vertical label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-HOR	StorageTek LTO media: horizontal label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-UNLBL	StorageTek LTO media: no label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-VERT	StorageTek LTO media: vertical label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-WORM-HOR	StorageTek LTO5 tape media: WORM, horizontal label, jewel case, packof 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-UNL	StorageTek LTO5 tape media: WORM , no label, jewel case pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-VERT	StorageTek LTO5 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTOCL-5PK-LBL-N	StorageTek LTO universal cleaning cartridge: labeled, pack of 5	Tape Media	$328.00	24%	$249.28	29%	$232.88
MCLTOCL-5PKUNLBL-N	StorageTek LTO universal cleaning cartridge: no label, pack of 5	Tape Media	$327.00	24%	$248.52	29%	$232.17
MCT10K2CL-5PK-LBL	StorageTek T10000 cleaning cartridges: universal, labeled, pack of 5	Tape Media	$822.00	24%	$624.72	29%	$583.62
MCT10K2CL-5PK-ULBL	StorageTek T10000 cleaning cartridges: universal, no label, pack of 5	Tape Media	$812.00	24%	$617.12	29%	$576.52
MCT10K2S-UNLBL	StorageTek T10000 T2 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$3,699.00	24%	$2,811.24	29%	$2,626.29
MCT10K2-UNLBL	StorageTek T10000 T2 tape cartridge: no label, not initialized, pack of 20	Tape Media	$5,440.00	24%	$4,134.40	29%	$3,862.40
MCT10K2V-SP-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$3,869.00	24%	$2,940.44	29%	$2,746.99
MCT10K2V-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$5,610.00	24%	$4,263.60	29%	$3,983.10
MCT10K-UNLBL-N	StorageTek T10000 tape cartridge: data, no label, not initialized, pack of 20	Tape Media	$2,860.00	24%	$2,173.60	29%	$2,030.60

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
MCT10S-UNLBL-N	StorageTek T10000 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$2,100.00	24%	$1,596.00	29%	$1,491.00
MCT10V-SP-UNLBL-N	StorageTek T10000 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$2,500.00	24%	$1,900.00	29%	$1,775.00
MCT10V-UNLBL-N	StorageTek T10000 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$3,500.00	24%	$2,660.00	29%	$2,485.00
NUTIS-111-2011	StorageTek Storage Archive Manager - Processor Perpetual	Storage Archive Manager	$30,000.00	22%	$23,400.00	50%	$15,000.00
PWRCORD10083243-A	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083243-N	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083244-A	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083244-N	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-A	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-N	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083246-A	Power cord: Switzerland, 2.5 meters, SEV1011 plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083246-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083247-A	Power cord: United Kingdom, 2.5 meters, BS1363A plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083247-N	Power cord: United Kingdom, 2.5 meters, BS1363A plug, IEC60320-1-C13 connector, 10 A	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083248-A	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083248-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083636-A	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10083636-N	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187018-A	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A (for factory installation)	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187018-N	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187019-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187019-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187020-A	Power cord: North America and Asia, 3.0 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187020-N	Power cord: North America and Asia, 3 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187021-N	Power cord: North America, 2.5 meters, C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10

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PWRCORD10187023-N	Power cord: North America, 2.5 meters, C19 connector, 15 A	Tape Options	$185.00	24%	$140.60	34%	$122.10
PWRCORD10187024-A	Power cord: North America and Asia, 2.5 meters, NEMA L6 15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$155.00	24%	$117.80	34%	$102.30
PWRCORD10187025-N	Power cord: North America, 3 meters, C19 connector, 13 A	Tape Options	$115.00	24%	$87.40	34%	$75.90
PWRCORD10187026-N	5	Tape Options	$150.00	24%	$114.00	34%	$99.00
PWRCORD10187028-N	Power cord: Japan, 2.5 meters, C19 connector, 15 A	Tape Options	$190.00	24%	$144.40	34%	$125.40
PWRCORD10187029-N	Power cord: Australia, 2.5 meters, C19 connector, 10 A	Tape Options	$145.00	24%	$110.20	34%	$95.70
PWRCORD10187030-N	Power cord: Italy, 2.5 meters, C19 connector, 10 A	Tape Options	$105.00	24%	$79.80	34%	$69.30
PWRCORD10187031-N	Power cord: United Kingdom, 2.5 meters, C19 connector, 10 A	Tape Options	$70.00	24%	$53.20	34%	$46.20
PWRCORD10187032-N	Power cord: South Africa, 2.5 meters, C19 connector, 16 A	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187045-A	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187045-N	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187047-N	Sun StorageTek CORD,3,PWR,F,IEC320,HAR,NOPLG, RoHS-5	Tape Options	$110.00	24%	$83.60	34%	$72.60
PWRCORD10187048-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187048-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187055-N	Sun StorageTek CORD,18,3,SVT,1M,M/SHFRT, RoHS-5	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187057-A	Power cord: Jumper, 3.0 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187057-N	Power cord: Jumper, 3 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187061-A	Power cord: North America and Asia, 3.0 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187061-N	Power cord: North America and Asia, 3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187064-N	Sun StorageTek CordSet,SJT,IEC320,18AWG,8IN, RoHS-5	Tape Options	$25.00	24%	$19.00	34%	$16.50
PWRCORD10187065-N	5	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187067-N	Cord,SVT,C13 M&F,1M	Tape Options	$0.00	24%	$0.00	34%	$0.00
PWRCORD10187086-A	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187086-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD419728301-N	Power cord: North America, 10 feet	Tape Options	$635.00	24%	$482.60	34%	$419.10
SG-XSWBRO10GE-24P	Brocade DCX Backbone: 24-port 10 GbE FCoE blade	Brocade Hardware	$92,999.00	24%	$70,679.24	34%	$61,379.34
SGXSWBRO1GECPSFP-N	Brocade 7800 Extension Switch: 1 GbE copper SFP	Brocade Hardware	$495.00	24%	$376.20	34%	$326.70
SGXSWBRO300-8P8G-N	Brocade 300 Switch with eight 8 Gb activated ports and E_port license	Brocade Hardware	$6,159.00	24%	$4,680.84	34%	$4,064.94
SGXSWBRO300-8PNE-N	Brocade 300 Switch with eight 4 Gb activated ports	Brocade Hardware	$4,395.00	24%	$3,340.20	34%	$2,900.70
SG-XSWBRO3X50-RK-N	Brocade rack rail kit	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00

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SGXSWBRO4100-UPG-N	Brocade 5000 Switch: activation permit for 4 FC ports	Brocade Hardware	$7,800.00	24%	$5,928.00	34%	$5,148.00
SGXSWBRO48KFCI-Z-N	Brocade 48000 Director: activation permit for FCIP WAN connectivity	Brocade software	$30,000.00	24%	$22,800.00	34%	$19,800.00
SG-XSWBRO49-16UP-N	Brocade 5300 Switch: activation permit for CUP	Brocade Hardware	$16,995.00	24%	$12,916.20	34%	$11,216.70
SG-XSWBRO49-CUP-N	Brocade 5300 Switch: activation permit for CUP	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SG-XSWBRO49-EXF-N	Brocade 5300 Switch: activation permit for extended fabric	Brocade software	$5,995.00	24%	$4,556.20	34%	$3,956.70
SGXSWBRO5100ANLK-N	Brocade 5100 Switch: activation permit for adaptive networking	Brocade software	$7,595.00	24%	$5,772.20	34%	$5,012.70
SGXSWBRO5100EBLK-N	Brocade 5100 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$18,595.00	24%	$14,132.20	34%	$12,272.70
SGXSWBRO5100IRLK-N	Brocade 5100 Switch: activation permit for integrated routing	Brocade software	$23,595.00	24%	$17,932.20	34%	$15,572.70
SGXSWBRO5100PD8L-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$28,995.00	24%	$22,036.20	34%	$19,136.70
SGXSWBRO5100POD8-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$7,764.00	24%	$5,900.64	34%	$5,124.24
SGXSWBRO5300ANLK-N	Brocade 5300 Switch: activation permit for adaptive networking. Includes 80 activated shortwave 8 Gb/sec SFPs	Brocade software	$11,595.00	24%	$8,812.20	34%	$7,652.70
SGXSWBRO5300EBLK-N	Brocade 5300 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$29,595.00	24%	$22,492.20	34%	$19,532.70
SGXSWBRO5300IRLK-N	Brocade 5300 Switch: activation permit for integrated routing	Brocade software	$35,595.00	24%	$27,052.20	34%	$23,492.70
SGXSWBRO5300PD8L-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$52,995.00	24%	$40,276.20	34%	$34,976.70
SGXSWBRO5300POD8-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$23,995.00	24%	$18,236.20	34%	$15,836.70
SGXSWBRO780016UP-N	Brocade 7800 Extension Switch: activation permit for 16 additional ports	Brocade Hardware	$61,995.00	24%	$47,116.20	34%	$40,916.70
SGXSWBRO7800-22P-N	Brocade 7800 Extension Switch with four 8 Gb FC activated ports and two 1 GbE activated ports	Brocade Hardware	$18,995.00	24%	$14,436.20	34%	$12,536.70
SG-XSWBRO7800-AE-N	Brocade 7800 Extension Switch: activation permit for adva	Brocade software	$10,795.00	24%	$8,204.20	34%	$7,124.70
SGXSWBRO7800-CUP-N	CUP	Brocade software	$5,975.00	24%	$4,541.00	34%	$3,943.50
SG-XSWBRO7800-EB-N	Brocade 7800 Extension Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$15,995.00	24%	$12,156.20	34%	$10,556.70
SG-XSWBRO7800-IR-N	Brocade 7800 Extension Switch: activation permit for integrated routing	Brocade software	$14,100.00	24%	$10,716.00	34%	$9,306.00
SGXSWBRO8GB-16NS-N	Brocade DCX Backbone: 16-port 8 Gb blade	Brocade Hardware	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBRO8GB-32NS-N	Brocade DCX Backbone: 32-port 8 Gb blade	Brocade Hardware	$61,695.00	24%	$46,888.20	34%	$40,718.70
SGXSWBRO8GB-48NS-N	Brocade DCX Backbone: 48-port 8 Gb blade	Brocade Hardware	$83,495.00	24%	$63,456.20	34%	$55,106.70
SGXSWBRO8GBM16W8-N	Brocade DCX Backbone: 16-port 8 Gb blade with sixteen short wave 8 Gb SFPs	Brocade Hardware	$40,300.00	24%	$30,628.00	34%	$26,598.00
SGXSWBRO8GBM32W8-N	Brocade DCX Backbone: 32-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$63,500.00	24%	$48,260.00	34%	$41,910.00
SGXSWBRO8GBM48W8-N	Brocade DCX Backbone: 48-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$88,500.00	24%	$67,260.00	34%	$58,410.00
SGXSWBRODCX4-CUP-N	Brocade DCX-4S Backbone: activation permit for CUP	Brocade software	$23,195.00	24%	$17,628.20	34%	$15,308.70

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SGXSWBRODCX4IRLK-N	Brocade DCX-4S Backbone: activation permit for integrated routing	Brocade software	$45,995.00	24%	$34,956.20	34%	$30,356.70
SG-XSWBRODCX-CUP-N	Brocade DCX Backbone: activation permit for CUP	Brocade software	$26,000.00	24%	$19,760.00	34%	$17,160.00
SGXSWBRODCX-IRLK-N	Brocade DCX Backbone: activation permit for integrated routing	Brocade software	$51,995.00	24%	$39,516.20	34%	$34,316.70
SGXSWBROFX82422P-N	Brocade DCX Backbone: 22-port blade with 12 FC ports activated and ten 1 GbE ports activated	Brocade Hardware	$105,995.00	24%	$80,556.20	34%	$69,956.70
SGXSWBROFX824-AE-N	Brocade FX8-24 Extension Blade: activation permit for advanced extension	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SGXSWBROFX824EUP-N	Brocade FX8-24 Extension Blade: activation permit for two 10 GbE ports	Brocade software	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBROPWR-AUST-N	Power cord: Australia, 1.8 meter, AS3112 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SG-XSWBROPWR-EU-N	Power cord: Europe, 1.8 meter, CEE7-7 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA110-N	Power cord: North America, 1.8 meter, NEMA 5-20 plug, IEC60320-C19 connector, 110 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA250-N	Power cord: North America, 1.8 meter, NEMA L6-20P plug, IEC60320-C19 connector, 250 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWROTHER-N	Power cord: countries other than North America, Europe and Australia, 1.8 meter, EC60309 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROSFP10ES1-N	Brocade 10 GbE SFP+ short range optic module	Brocade Hardware	$1,295.00	24%	$984.20	34%	$854.70
SGXSWBROSFP10ES8-N	Brocade 10 GbE SFP+ short range optic module, pack of 8	Brocade Hardware	$6,795.00	24%	$5,164.20	34%	$4,484.70
SGXSWBROSFP10GEL-N	Brocade 10 GbE SFP+ long range optic module	Brocade Hardware	$3,495.00	24%	$2,656.20	34%	$2,306.70
SG-XSWBROSFP1GE-N	Brocade 1 GbE copper optic module for FCIP	Brocade Hardware	$450.00	24%	$342.00	34%	$297.00
SG-XSWBROSFP-1M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 1 meter	Brocade Hardware	$249.00	24%	$189.24	34%	$164.34
SG-XSWBROSFP-3M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 3 meters	Brocade Hardware	$279.00	24%	$212.04	34%	$184.14
SGXSWBROSFP4ELWL-N	Brocade 4 Gb SFP optic module: 30 kilometers	Brocade Hardware	$3,995.00	24%	$3,036.20	34%	$2,636.70
SGXSWBROSFP4GLWS-N	Brocade 4 Gb SFP long wave optic module: 4 kilometers	Brocade Hardware	$745.00	24%	$566.20	34%	$491.70
SGXSWBROSFP4GSWS-N	Brocade 4 Gb SFP short wave optic module	Brocade Hardware	$125.00	24%	$95.00	34%	$82.50
SGXSWBROSFP4LLWS-N	Brocade 4 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$1,200.00	24%	$912.00	34%	$792.00
SG-XSWBROSFP-5M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 5 meters	Brocade Hardware	$339.00	24%	$257.64	34%	$223.74
SGXSWBROSFP8ELWL-N	Brocade 8 Gb SFP extra long wave optic module: 25 kilometers	Brocade Hardware	$9,195.00	24%	$6,988.20	34%	$6,068.70
SGXSWBROSFP8GLWS-N	Brocade 8 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$3,095.00	24%	$2,352.20	34%	$2,042.70
SGXSWBROSFP8GSWS-N	Brocade 8Gb SFP short wave optic module	Brocade Hardware	$399.00	24%	$303.24	34%	$263.34
SL3000-1CAP-Z	Cartridge access port	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
SL3000-1CEM-Z	Cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$4,000.00	24%	$3,040.00	34%	$2,640.00
SL3000-1DCPWR-Z	DC, 1200 W PSU	System	$876.00	24%	$665.76	34%	$578.16
SL3000-25SLOT	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
SL3000-2TCPIP	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30

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SL3000-BASE-Z	StorageTek SL3000 modular library system: base module with 1 drive array with 8 slots, no activated cartridge slots and 205 - 421 physical slots for EU countries. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$52,217.00	24%	$39,684.92	34%	$34,463.22
SL3000-CAPMAG-Z	Cartridge magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$500.00	24%	$380.00	34%	$330.00
SL3000-DRVARRAY-Z	One drive array with 8 slots	System	$2,273.00	24%	$1,727.48	34%	$1,500.18
SL3000-DUALBOT-Z	Dual robot with key	System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000-EMDCPWR-Z	DC, 200 W PSU	System	$875.00	24%	$665.76	34%	$578.16
SL3000-IPWCD30220	Power cord: International, 4 meters, 330 P6W plug, L6-30P connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000K-1000SLOT	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
SL3000K-100-SLOT	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
SL3000K-200-SLOT	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18
SL3000K-2FCPORT	StorageTek SL3000 modular library system: activation permit for dual FC port	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
SL3000K-500-SLOT	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000K-700-SLOT	StorageTek SL3000 modular library system: activation permit for 700 cartridge slots	Sun StorageTek SL3000 Modular Library System	$44,250.00	24%	$33,630.00	34%	$29,205.00
SL3000K-DEM200-Z	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
SL3000K-PART	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02
SL3000-LEFTAEM-Z	Left access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-OPPANL-Z	Operator panel	System	$3,093.00	24%	$2,350.68	34%	$2,041.38
SL3000-PDU110-Z	AC, 20 A, 100-120 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PDU240-Z	AC, 30 A, 200-240 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PWCD20110	Power cord: United States and Japan, 3.6 meters, L5-20Pplug, L5-20R connector, 20 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-PWCD30220	Power cord: United Sates, 3.6 meters, L6-30P plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-REDELCT-Z	StorageTek SL3000 modular library system: redundant electronics (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$27,000.00	24%	$20,520.00	34%	$17,820.00
SL3000-RIGHTAEM-Z	Right access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-WARRAY-Z	2 cartridge magazines with 23 physical cartridge slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
T10C-4FC-SW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FI-LW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00

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T10C-4FI-LW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-4FI-LW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-FC/FI-CKITZ	StorageTek T10000C or StorageTek T10000D tape drive: FC to FICON conversion kit	Enterprise Tape Drive Conversion Options	$7,000.00	24%	$5,320.00	34%	$4,620.00
T10K-EKEY-A-N	Encryption for StorageTek T10000 tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
VLE50HZ-POWER-Z	1-phase high voltage 50 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$10,384.00	15%	$8,826.40	18%	$8,514.88
VLE60HZ-POWER-Z	1-phase low voltage 60 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$11,216.00	15%	$9,533.60	18%	$9,197.12
VSM4-2.5TBCAP1-M-N	StorageTek Virtual Storage Manager System 4: activation permit for 1.25 TB – 2.5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$125,000.00	24%	$95,000.00	34%	$82,500.00
VSM4-5.0TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 2.5 TB – 5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$250,000.00	24%	$190,000.00	34%	$165,000.00
VSM4-7.4TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 5 TB – 7.4 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$240,000.00	24%	$182,400.00	34%	$158,400.00
VSM4-ESC32CH-CBM-N	StorageTek Virtual Storage Manager System 4: LOP channel interface conversion bill	Sun StorageTek Virtual Storage Manager System (VSM 4)	$192,500.00	24%	$146,300.00	34%	$127,050.00
VSM5E1.25TBCAPAD-N	StorageTek Virtual Storage Manager System 5e: activation permit for 0.8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 5)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSME1.25TB-CAP1M-N	StorageTek Virtual Storage Manager System 4e: activation permit for .8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSM-IMP-EXPMGMTM-N	Storage Advanced Management Policies software	Sun StorageTek Virtual Storage Manager System (VSM 5)	$25,000.00	24%	$19,000.00	34%	$16,500.00
X2821A-Z-N	Sun Datacenter Switch IB-36 is a 1RU 36 port managed QDR InfiniBand Switch. The switch utilizes standard QSFP connectors. Comes with redundant power supplies.	Infiniband Switches	$14,980.00	28%	$10,785.60	34%	$9,886.80
X984/T10K-2GB-LW-N	Single 2 GB long wave SFP for single port to dual port upgrades and short wave to long wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
X984/T10K-2GB-SW-N	Single 2 GB short wave SFP for single port to dual port upgrades and long wave to short wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
XL5-SL500-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XL5-SL85-SL30-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XSL24-48-SAS-CBL-N	StorageTek SL24 tape autoloader and StorageTek SL48 tape library: external mini SAS to mini SAS fan-out cable, 2 meters	Sun StorageTek SL24 Tape Autoloader	$250.00	24%	$190.00	34%	$165.00
XSL3000-1000SLOT-F	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
XSL3000-100-SLOT-F	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
XSL3000-200-SLOT-F	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18

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XSL3000-25-SLOT-F	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL3000-2FCPORT-F	StorageTek SL3000 modular library system: activation permit for dual FC port, for after original system installation	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
XSL3000-2TCPIP-F	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-500-SLOT-F	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-AEM-LFT-N	StorageTek SL3000 modular library system: left access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-AEM-RT-Z-N	StorageTek SL3000 modular library system: right access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-CAP-MAG-N	CAP magazine with 13 physical slots	System	$500.00	24%	$380.00	34%	$330.00
XSL3000-CAP-Z-N	26 cartridge access port slots	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-CEM-Z-N	StorageTek SL3000 modular library system: cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$9,278.00	24%	$7,051.28	34%	$6,123.48
XSL3000-DCPWR-Z-N	StorageTek SL3000 X-Option, DC Power Supply (PS), Used	System	$876.00	24%	$665.76	34%	$578.16
XSL3000-DEM200-F	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots upgrade. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
XSL3000-DRVARY-Z-N	Sun StorageTek SL3000 X-Option, Drive Array (DA), Adds 8 additional drive slots, 2 DAs can be added to BM, 3 DAs can be added to DEM, Cannot add DAs to CEMs, Power options determine max drive support, RoHS-5	Sun StorageTek SL3000 Modular Library System	$2,273.00	24%	$1,727.48	34%	$1,500.18
XSL3000-EM-DCPWR-N	Sun StorageTek SL3000 X-Option, 200 Watt DC Power Supply (PS), Used for Electronics Module, Used in 110V and 240V libraries, Only needed if N+1 and 2N are required See manuals, RoHS-5	Sun StorageTek SL3000 Modular Library System	$876.00	24%	$665.76	34%	$578.16
XSL3000-IPC30220-N	Power cord: International, 4 meters, 330 P6W wall end plug L6-30R library end plug, 220 VAC, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000K-2FCCARD	StorageTek SL3000 modular library system: dual FC control card	Sun StorageTek SL3000 Modular Library System	$2,900.00	24%	$2,204.00	34%	$1,914.00
XSL3000K-DUALBOT-N	StorageTek SL3000 X-Option, DualBot feature, Second robot, Requires 240 VAC 30 Amp AC PDU, Requires 2 PEMs or 2 AEMs, 2 CEM/PEM conversion labels included. MUST REQUEST HARDWARE ACTIVATION KEY. ROHS-5.	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-OP-PANL-N	Sun StorageTek SL3000 X-Option, Operations Panel (OP), Color Touch Screen, 9.63 W x 7.25 H, One OP can be added to BM, Cannot add OP to DEM/CEM/PEM/AEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$3,093.00	24%	$2,350.68	34%	$2,041.38
XSL3000-PART-F	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02

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XSL3000-PC20110-N	Sun StorageTek SL3000 X-Option, US/Japan 12 ft./3.6 m. Power Cord, 110 VAC 20 Amp 10 AWG, L5-20P Wall End Plug, L5-20R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PC30220-N	Sun StorageTek SL3000 X-Option, US 12 ft Power Cord, 220 VAC 30 Amp 10 AWG, L6-30P Wall End Plug, L6-30R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PDU-110-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 100-127 VAC 20 Amp, See manuals for drive/power requirements, Second PDU required for 2N power, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-PDU-240-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 200-240 VAC 30 Amp, See manuals for drive/power requirements, Second PDU required for 2N, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-REDELCT-Z	Redundant electronics	System	$27,000.00	24%	$20,520.00	34%	$17,820.00
XSL3000-W-ARRAY-N	StorageTek SL3000 modular library system: window cartridge arrays for base module and DEM only, increases physical capacity 23 slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
XSL48-PWR-Z-N	StorageTek SL48 tape library: redundant power supply	Sun StorageTek SL48 Tape Library	$400.00	24%	$304.00	34%	$264.00
XSL500KBASE30-50-F	StorageTek SL500 modular library system: activation permit for remaining LTO base unit cartridge slots, for after original system installation	Sun StorageTek SL500 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL500K-DEMSLOTS-F	StorageTek SL500 modular library system: LTO drive expansion module: activation permit for 1/3 of module slots	Sun StorageTek SL500 Modular Library System	$7,000.00	24%	$5,320.00	34%	$4,620.00
X-SL500K-PARTNG-F	StorageTek SL500: Partitioning- hardware activation permit required	Sun StorageTek SL500 Modular Library System	$3,000.00	24%	$2,280.00	34%	$1,980.00
XSL8500-0EF-RAIL-N	Rails for 0 expansion frame	System	$5,444.00	24%	$4,137.44	34%	$3,593.04
XSL8500-1EF-RAIL-N	Rails for 1 expansion frame	System	$9,483.00	24%	$7,207.08	34%	$6,258.78
XSL8500-1PH-Z-N	Single-phase power	System	$4,777.00	24%	$3,630.52	34%	$3,152.82
XSL8500-2EF-RAIL-N	Rails for 2 expansion frames	System	$12,124.00	24%	$9,214.24	34%	$8,001.84
XSL8500-3EF-RAIL-N	Rails for 3 expansion frames	System	$19,289.00	24%	$14,659.64	34%	$12,730.74
XSL8500-4BOT-Z-N	4 HandBots	System	$47,490.00	24%	$36,092.40	34%	$31,343.40
XSL8500-4EF-RAIL-N	Rails for 4 expansion frames	System	$22,794.00	24%	$17,323.44	34%	$15,044.04
XSL8500-5EF-RAIL-N	Rails for 5 expansion frames	System	$25,934.00	24%	$19,709.84	34%	$17,116.44
XSL8500-DELTAZ-N	Delta power	System	$4,611.00	24%	$3,504.36	34%	$3,043.26
XSL8500-DR-PWR-Z-N	DC, 1,200 W PSU	System	$902.00	24%	$685.52	34%	$595.32
XSL8500-DTCPIP-N	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
XSL8500-ETHRNT-Z	Internal ethernet switch	System	$2,044.00	24%	$1,553.44	34%	$1,349.04
XSL8500-EXP-FRZ-N	Expansion frame. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$24,934.00	24%	$18,949.84	34%	$16,456.44
XSL8500-MAG13-Z-N	13 slot magazine for CAP	System	$158.00	24%	$120.08	34%	$104.28
XSL8500-MTCPIP-N	StorageTek SL8500 modular library system: activation permit for multiple TCPIP interface connections to HSC or ACSLS host in a pass-thru port complex, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
X-SL8500P-BLANK-N	Pass-thru port frame	System	$10,920.00	24%	$8,299.20	34%	$7,207.20

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XSL8500P-MECH-Z-N	Pass-thru port mechanisms for upgrade	System	$38,903.00	24%	$29,566.28	34%	$25,675.98
XSL8500-RACK-Z-N	6 rack unit rack	System	$4,112.00	24%	$3,125.12	34%	$2,713.92
XSL8500-SVDR-Z-N	Service safety door	System	$6,131.00	24%	$4,659.56	34%	$4,046.46
XSL8500-TSOP-Z-N	Touchscreen op panel	System	$7,298.00	24%	$5,546.48	34%	$4,816.68
XSL8500-UPG-CAP-N	StorageTek SL8500 modular library system: redundant CAP	Sun StorageTek SL8500 Modular Library System	$7,713.00	24%	$5,861.88	34%	$5,090.58
XSL8500-UPG-PART-N	StorageTek SL8500 Partitioning for after original system installation - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$12,000.00	24%	$9,120.00	34%	$7,920.00
XSL8500-WYE-Z-N	Wye power	System	$4,627.00	24%	$3,516.52	34%	$3,053.82
XSL8501P-HUB-Z-N	Hub for intra-library communications	System	$2,896.00	24%	$2,200.96	34%	$1,911.36
XT10C-4-LW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON second rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
XT10C-4-SW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC second rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
XT10K-4GB-LW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, long wave upgrade from single port to dual port and conversion from short to long wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XT10K-4GB-SW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, short wave upgrade from single port to dual port and conversion from long to short wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XTA7320-CUK	Cluster upgrade kit to convert 2 Sun ZFS Storage 7320 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7320 System	$660.00	24%	$501.60	34%	$435.60
XTA7420-CUK	Cluster upgrade kit to convert from 2 Sun ZFS Storage 7420 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7420 System	$660.00	24%	$501.60	34%	$435.60
7105149	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for non-EU countries	Fabric Interconnect F1-15	$36,970.00	15%	$31,424.50	18%	$30,315.40
7105150	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for non-EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105381	Sun Storage 10 GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
7105382	Sun Storage 10GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
7105387	Sun Storage 6 Gb SAS PCIe HBA: 8 port	Host Bus Adapters	$356.00	14%	$306.16	20%	$284.80
7105388	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port	Host Bus Adapters	$562.00	14%	$483.32	20%	$449.60
7105391	Sun StorageTek 8 Gb FC PCIe HBA: Emulex, single port, standard and low profile brackets	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
7105393	StorageTek Dual 8 Gb Fibre Channel Dual GbE ExpressModule HBA: Emulex	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
7105394	Sun Storage 6 Gb SAS PCIe HBA: low profile	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
7105146	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105130	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105131	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22

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7105132	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105133	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105134	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105135	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105136	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries	Network Cables	$14,337.00	14%	$12,329.82	20%	$11,469.60
7105148	Twinax passive copper cable: 2 meters	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105175	QSFP to CX-4 InfiniBand copper cable: 2 meters	Network Cables	$154.00	14%	$132.44	20%	$123.20
7105173	QSFP to CX-4 InfiniBand copper cable: 3 meters	Network Cables	$190.00	14%	$163.40	20%	$152.00
7105171	QSFP to CX-4 InfiniBand copper cable: 5 meters	Network Cables	$283.00	14%	$243.38	20%	$226.40
7105345	Power cord: Australia, 2.5 meters, C19 connector, 15 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105346	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 125 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105347	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$37.00	14%	$31.82	20%	$29.60
7105348	Power cord: North America and Asia, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$29.00	14%	$24.94	20%	$23.20
7105349	Power cord: North America and Asia, 2.5 meters, NEMA 6-15P plug, C19 connector, 15 A, 250 V (for factory installation)	Network Cables	$32.00	14%	$27.52	20%	$25.60
7105350	Power cord: global jumper, straight plug-connector, 1.8 meter, C14 plug, C19 connector, 15 A (for factory installation)	Network Cables	$27.00	14%	$23.22	20%	$21.60
7105351	Power cord: global jumper, straight plug-connector, 2.4 meters, C20 plug, C19 connector, 20 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105352	Power cord: UK, 2.5 meters, C19 connector, 13 A, 250 VAC (for factory installation)	Network Cables	$46.00	14%	$39.56	20%	$36.80
7105353	Power cord: Europe, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105354	Power cord: India, 2.5 meters, C19 connector, 16 A, 250 VAC (for factory installation)	Network Cables	$50.00	14%	$43.00	20%	$40.00
L96163	Oracle SDN - Physical Server Perpetual	Oracle SDN	$1,300.00	20%	$1,040.00	25%	$975.00
L96165	Oracle SDN - Physical Server 2 Year	Oracle SDN	$455.00	20%	$364.00	25%	$341.25
L96166	Oracle SDN - Physical Server 3 Year	Oracle SDN	$650.00	20%	$520.00	25%	$487.50
L96167	Oracle SDN - Physical Server 4 Year	Oracle SDN	$780.00	20%	$624.00	25%	$585.00
L96168	Oracle SDN - Physical Server 5 Year	Oracle SDN	$910.00	20%	$728.00	25%	$682.50
7105432	SPARC T4-1 server: base with 1 SPARC T4 8-core 2.85 GHz processor (for factory installation)	SPARC T4-1 Server	$19,148.00	15%	$16,275.80	18%	$15,701.36
7105248	Spare: POWER SUPPLY	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7105250	Spare: fan tray	Spare parts	$390.00	29%	$276.90	29%	$276.90
7105251	Spare: management I/O module	Spare parts	$1,146.00	29%	$813.66	29%	$813.66
7105252	Spare: bezel	Spare parts	$450.00	29%	$319.50	29%	$319.50
7105253	Spare: POWER SUPPLY	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7105254	Spare: fan tray	Spare parts	$438.00	29%	$310.98	29%	$310.98

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7105257	Spare: QDR fabric board	Spare parts	$26,034.00	29%	$18,484.14	29%	$18,484.14
7105260	Spare: QDR InfiniBand managed switch with reverse airflow and 2 PSUs	Spare parts	$29,928.00	29%	$21,248.88	29%	$21,248.88
7105271	Spare: Twinax passive copper cable: 2 meters (for factory installation)	Spare parts	$216.00	29%	$153.36	29%	$153.36
7105272	Spare: Twinax passive copper cable: 7 meters (for factory installation)	Spare parts	$372.00	29%	$264.12	29%	$264.12
7105286	Spare: QSFP to CX-4 QDR InfiniBand copper cable: 2 meters, 26 AWG	Spare parts	$234.00	29%	$166.14	29%	$166.14
7104064	Spare: SFP short wave 8 GB FC transceiver	Spare parts	$468.00	29%	$332.28	29%	$332.28
7104066	Spare: SFP long wave 8 GB FC transceiver	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
7100268	Spare: printed wire assembly PCIe card	Spare parts	$10,734.00	29%	$7,621.14	29%	$7,621.14
7103427	StorageTek Virtual Storage Manager System 6: 10 TB effective capacity increment. HW activation permit	StorageTek Virtual Storage Manager Features	$5,000.00	24%	$3,800.00	34%	$3,300.00
7103389	StorageTek Virtual Storage Manager System 6: upgrade, effective capacity 10 – 300 TB Separately priced hardware activation permit required.	StorageTek Virtual Storage Manager System (VSM 6)	$217,104.00	24%	$164,999.04	34%	$143,288.64
7100296	StorageTek Virtual Storage Manager System 6: long wave FICON interface (for factory installation)	StorageTek Virtual Storage Manager System (VSM 6)	$21,020.00	24%	$15,975.20	34%	$13,873.20
7100290	StorageTek Virtual Storage Manager System 6: long wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$25,224.00	24%	$19,170.24	34%	$16,647.84
7100292	StorageTek Virtual Storage Manager System 6: short wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$7,272.00	24%	$5,526.72	34%	$4,799.52
7105379	Sun Blade 6000 chassis with midplane, accessory kit with dongle and RJ45-DB9 adapter, 9 server module filler panels, 20 Express Module filler panels, and 2 Network Express Module filler panels (standard configuration)	Sun Blade 6000 Chassis	$8,645.00	15%	$7,348.25	18%	$7,088.00
7105397	Sun Blade 6000 GbE 10-port Pass-Thru NEM	Sun Blade Server Options	$495.00	15%	$420.75	18%	$405.90
7103539	Brocade DCX 8510-8 Backbone: chassis	Brocade Hardware	$143,511.00	24%	$109,068.36	34%	$94,717.26
7103540	Brocade DCX 8510-4 Backbone: chassis	Brocade Hardware	$80,421.00	24%	$61,119.96	34%	$53,077.86
7103542	Brocade DCX 8510 Backbone: 48-port 16 Gb blade	Brocade Hardware	$86,487.00	24%	$65,730.12	34%	$57,081.42
7103543	Brocade 16 Gb SFP+ short wave optic module	Brocade Hardware	$780.00	24%	$592.80	34%	$514.80
7103544	Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Brocade Hardware	$3,390.00	24%	$2,576.40	34%	$2,237.40
7103545	Brocade 10 Gb SFP+ short wave optic module	Brocade Hardware	$663.00	24%	$503.88	34%	$437.58
7103547	Brocade 10 Gb SFP+ long wave optic module	Brocade Hardware	$2,094.00	24%	$1,591.44	34%	$1,382.04
7103548	Brocade DCX 8510 Backbone: activation permit for inter-chassis link with sixteen 64 Gb QSFPs	Brocade Hardware	$2,037.00	24%	$1,548.12	34%	$1,344.42
7103549	Brocade DCX Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$80,856.00	24%	$61,450.56	34%	$53,364.96
7103553	Brocade 6510 Fibre Channel Switch with twenty-four 16 Gb activated ports	Brocade Hardware	$26,046.00	24%	$19,794.96	34%	$17,190.36
7103554	Brocade 6510 Fibre Channel Switch: activation permit for twelve 16 Gb SFPs	Brocade Hardware	$16,563.00	24%	$12,587.88	34%	$10,931.58
7103555	Brocade 6510 Fibre Channel Switch: activation permit for twelve 8 Gb SFPs	Brocade Hardware	$12,741.00	24%	$9,683.16	34%	$8,409.06
7103556	Brocade 6510 Fibre Channel Switch: activation permit for 10 Gb FC extension	Brocade Hardware	$22,293.00	24%	$16,942.68	34%	$14,713.38
7103769	Brocade DCX-4S Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$57,606.00	24%	$43,780.56	34%	$38,019.96
7103770	Rack rail kit	Brocade Hardware	$282.00	24%	$214.32	34%	$186.12

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L96171	Brocade Network Advisor: Enterprise Bundle - Server Perpetual	Brocade SAN Software	$52,145.00	24%	$39,630.20	34%	$34,415.70
L96174	Brocade Network Advisor: Performance Plus - Server Perpetual	Brocade SAN Software	$20,860.00	24%	$15,853.60	34%	$13,767.60
L96177	Brocade Network Advisor: Upgrade from Performance Plus to Enterprise Bundle - Server Perpetual	Brocade SAN Software	$34,415.00	24%	$26,155.40	34%	$22,713.90
7105053	Two 16 GB DDR3-1066 DIMMs (for factory installation)	Other Server Configured Options	$444.00	6%	$417.36	6%	$417.36
7105342	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for EU countries	Fabric Interconnect F1-15	$35,970.00	15%	$31,424.50	18%	$30,315.40
7105341	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105344	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105362	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105363	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22
7105364	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105365	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105366	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105367	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105368	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries	I/O Modules	$14,337.00	15%	$12,186.45	18%	$11,756.34
7104435	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104436	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7105236	One 8 GB DDR3-1066 registered DIMMs (for factory installation)	Netra SPARC Server Options	$280.00	15%	$238.00	18%	$229.60
7105237	One 8 GB DDR3-1066 registered DIMMs	Netra SPARC Server Options	$336.00	15%	$285.60	18%	$275.52
7105181	High bandwidth QSFP optical cable: 5 meters, MPO to MPO (for factory installation)	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105193	High bandwidth QSFP optical cable: 100 meters, MPO to MPO (for factory installation)	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105199	High bandwidth QSFP optical cable: 5 meters, MPO to MPO	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105206	High bandwidth QSFP optical cable: 100 meters, MPO to MPO	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105137	Twinax passive copper cable: 1 meter (for factory installation)	Network Cables	$183.00	14%	$157.38	20%	$146.40
7105139	Twinax passive copper cable: 2 meters (for factory installation)	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105140	Twinax passive copper cable: 3 meters (for factory installation)	Network Cables	$152.00	14%	$130.72	20%	$121.60
7105141	Twinax passive copper cable: 5 meters (for factory installation)	Network Cables	$244.00	14%	$209.84	20%	$195.20
7105169	QSFP to QSFP passive copper cable: 1 meter (for factory installation)	Network Cables	$139.00	14%	$119.54	20%	$111.20

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7105172	QSFP to QSFP passive copper cable: 2 meters (for factory installation)	Network Cables	$184.00	14%	$158.24	20%	$147.20
7105174	QSFP to QSFP passive copper cable: 3 meters (for factory installation)	Network Cables	$180.00	14%	$154.80	20%	$144.00
7105177	QSFP to QSFP passive copper cable: 5 meters (for factory installation)	Network Cables	$252.00	14%	$216.72	20%	$201.60
7105182	High bandwidth QSFP optical cable: 10 meters, MPO to MPO (for factory installation)	Network Cables	$723.00	14%	$621.78	20%	$578.40
7105186	High bandwidth QSFP optical cable: 20 meters, MPO to MPO (for factory installation)	Network Cables	$1,057.00	14%	$909.02	20%	$845.60
7105191	High bandwidth QSFP optical cable: 50 meters, MPO to MPO (for factory installation)	Network Cables	$1,838.00	14%	$1,580.68	20%	$1,470.40
7104926	Two 16 GB DDR3-1066 DIMMs	Other Server X-Options	$533.00	14%	$458.38	20%	$426.40
7105243	PDU with mounting brackets: EMEA and APAC, IEC309 32A plug, 30 A	Pillar Axiom SAN Storage System Options	$1,505.00	15%	$1,279.25	18%	$1,234.10
7105244	PDU with mounting brackets: Australia, 56P322 plug, 30 A	Pillar Axiom SAN Storage System Options	$3,024.00	15%	$2,570.40	18%	$2,479.68
7104196	One 8 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$280.00	15%	$238.00	18%	$229.60
7104197	One 8 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$336.00	15%	$285.60	18%	$275.52
7104443	Spare: one 8 GB DDR3-1066 DIMM	Spare parts	$360.00	29%	$255.60	29%	$255.60
7105308	Spare: 2000 W AC PSU	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7103017	Spare: Brocade 16 Gb SFP+ short wave optic module	Spare parts	$1,550.00	29%	$1,100.60	29%	$1,100.60
7103018	Spare: Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Spare parts	$6,780.00	29%	$4,813.80	29%	$4,813.80
7103019	Spare: Brocade 10 Gb FC SFP+ long wave optic module: 10 kilometers distance	Spare parts	$4,188.00	29%	$2,973.48	29%	$2,973.48
7103020	Spare: Brocade 10 Gb FC SFP+ short wave optic module	Spare parts	$1,326.00	29%	$941.46	29%	$941.46
7103021	Spare: Brocade 64 Gb QSFP short wave optic module	Spare parts	$4,074.00	29%	$2,892.54	29%	$2,892.54
7103030	Spare: worldwide name (WWN) cover for Brocade DCX 8510-4 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103033	Spare: worldwide name (WWN) cover for Brocade DCX 8510-8 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103034	Spare: fixed rack mount kit for Brocade 6510 Fibre Channel Switch	Spare parts	$564.00	29%	$400.44	29%	$400.44
7103023	Spare: chassis for Brocade 6510 Fibre Channel Switch	Spare parts	$47,790.00	29%	$33,930.90	29%	$33,930.90
7103025	Spare: 48-port 16 Gb blade for Brocade DCX 8510 Backbone	Spare parts	$172,974.00	29%	$122,811.54	29%	$122,811.54
7103028	Spare: chassis for Brocade DCX 8510-4 Backbone	Spare parts	$95,664.00	29%	$67,921.44	29%	$67,921.44
7103029	Spare: core blade for Brocade DCX 8510-4 Backbone	Spare parts	$57,606.00	29%	$40,900.26	29%	$40,900.26
7103031	Spare: chassis for Brocade DCX 8510-8 Backbone	Spare parts	$115,692.00	29%	$82,141.32	29%	$82,141.32
7103032	Spare: core blade for Brocade DCX 8510-8 Backbone	Spare parts	$80,856.00	29%	$57,407.76	29%	$57,407.76
7104570	Spare: StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$11,082.00	29%	$7,868.22	29%	$7,868.22
7105029	Spare: two 16 GB DDR3-1066 registered DIMMs	Spare parts	$1,380.00	29%	$979.80	29%	$979.80
7105028	Spare: 1U-2U slim rail cable management arm	Spare parts	$168.00	29%	$119.28	29%	$119.28
7101833	Spare: motherboard for Netra SPARC T4-1 server	Spare parts	$17,736.00	29%	$12,592.56	29%	$12,592.56
#300-2259	Spare: 5740 W AC PSU	Spare parts	$4,230.00	29%	$3,003.30	29%	$3,003.30
7105792	3-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105793	1-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105794	1-phase high voltage 10 kVA PDU for EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00

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7104449	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150	LTO6 Tape Drives: Entry Level	$4,272.00	24%	$3,248.72	34%	$2,819.52
7104473	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,560.00	24%	$2,705.60	34%	$2,349.60
7104450	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150	LTO6 Tape Drives: Entry Level	$3,777.00	24%	$2,870.52	34%	$2,492.92
7104474	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,148.00	24%	$2,392.48	34%	$2,077.68
7104451	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104452	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7104453	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL500	LTO6 Tape Drives: Midrange Libraries	$14,936.00	24%	$11,351.36	34%	$9,857.76
7105726	Oracle Linux preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7104476	StorageTek SL150 modular library system: base with 30 activated cartridge slots, 1 HP LTO6 half-height 6 Gb SAS tape drive, and rackmounting kit	SL150 Tape Library	$6,795.00	24%	$5,164.20	34%	$4,484.70
7104475	StorageTek SL150 modular tape library: base unit with 30 slots and 1 HP LTO6 half-height 8 Gb FC tape drive	SL150 Tape Library	$7,190.00	24%	$5,464.40	34%	$4,745.40
#418614701	Spare: hardware FRU kit	Spare parts	$204.00	29%	$144.84	29%	$144.84
7103872	Spare: 580 W AC power cooling module	Spare parts	$1,812.00	29%	$1,286.52	29%	$1,286.52
7103873	Spare: I/O module	Spare parts	$2,844.00	29%	$2,019.24	29%	$2,019.24
7103874	Spare: 2U chassis with midplane	Spare parts	$3,534.00	29%	$2,508.14	29%	$2,508.14
7103875	Spare: 4U chassis with midplane	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
7103877	Spare: one 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$690.00	29%	$489.90	29%	$489.90
7103878	Spare: one 900 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$1,722.00	29%	$1,222.62	29%	$1,222.62
7105032	Spare: one 50 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
7105033	Spare: one 50 GB SLC SATA SSD with bracket	Spare parts	$4,716.00	29%	$3,348.36	29%	$3,348.36
7105034	Spare: one 200 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$13,494.00	29%	$9,580.74	29%	$9,580.74
7105035	Spare: one 200 GB SLC SATA SSD with bracket	Spare parts	$13,278.00	29%	$9,427.38	29%	$9,427.38
7106158	Spare: 1U-2U remote battery upgrade kit	Spare parts	$492.00	29%	$349.32	29%	$349.32
#541-3765	Spare: Sun Network 10 GbE Switch 72p	Spare parts	$56,928.00	29%	$40,418.88	29%	$40,418.88
7105062	Spare: Velcro(TM) tape, 25 yard roll	Spare parts	$282.00	29%	$200.22	29%	$200.22
7105638	Spare: SFP+ 10GbE Twinax cable: 2 meters	Spare parts	$312.00	29%	$221.52	29%	$221.52
7105640	Spare: QDR InfiniBand QSFP optical cable: 5 meters	Spare parts	$900.00	29%	$639.00	29%	$639.00
7105644	Spare: high bandwidth QSFP optical cable: 100 meters, MPO to MPO	Spare parts	$4,806.00	29%	$3,412.26	29%	$3,412.26
7105645	Spare: power cord, Australia, 2.5 meters, C19 connector, 15 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105646	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 125 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105647	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105648	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 125 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08

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7105649	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08
7105650	Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A	Spare parts	$42.00	29%	$29.82	29%	$29.82
7105651	Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105652	Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105653	Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105654	Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105658	Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters	Spare parts	$1,272.00	29%	$903.12	29%	$903.12
7105659	Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters	Spare parts	$1,320.00	29%	$937.20	29%	$937.20
7105660	Oracle Fabric Interconnect F1-4	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7105661	Spare: XFP transceiver, 10 GbE	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7105662	Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only	Spare parts	$16,524.00	29%	$11,732.04	29%	$11,732.04
7105663	Oracle Fabric Interconnect F1-15	Spare parts	$8,028.00	29%	$5,699.88	29%	$5,699.88
7105664	Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter	Spare parts	$1,224.00	29%	$869.04	29%	$869.04
7104569	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$10,500.00	29%	$7,455.00	29%	$7,455.00
7105311	Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150	Spare parts	$8,388.00	29%	$5,955.48	29%	$5,955.48
7105310	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150	Spare parts	$9,336.00	29%	$6,628.56	29%	$6,628.56
7105625	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105626	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105775	Spare: SFP assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7105634	Spare: cable kit with two 7-foot CAT6 ethernet cables	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105627	Spare: battery assembly with carrier	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103910	Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation)	Storage Hard Disk Drives	$4,071.00	14%	$3,501.06	20%	$3,256.80
7103911	One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
7103912	One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$840.00	14%	$722.40	20%	$672.00
7103914	Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation)	Storage Hard Disk Drives	$4,896.00	14%	$4,210.56	20%	$3,916.80
7103917	Filler panel (for factory installation)	Storage Hard Disk Drives	$9.00	14%	$7.74	20%	$7.20
7103918	Filler panel (for factory installation)	Storage Hard Disk Drives	$15.00	14%	$12.90	20%	$12.00
7104988	Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$414.00	14%	$356.04	20%	$331.20
7104989	Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$1,008.00	14%	$866.88	20%	$806.40
7104993	Oracle Storage Drive Enclosure: base consolidation box (for factory installation)	Storage Hard Disk Drives	$37.00	14%	$31.82	20%	$29.60
7105734	Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation	Storage Hard Disk Drives	$4,885.00	14%	$4,201.10	20%	$3,908.00